

Sec.3.4.1

03.08.2023

The Secretary,  
**BSE Ltd.,**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai 400 001  
**BSE Scrip Code: 500547**

The Secretary,  
**National Stock Exchange of India Ltd.,**  
Exchange Plaza, Plot No C/1,  
G Block, Bandra-Kurla Complex,  
Mumbai 400051  
**NSE Symbol : BPCL**

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the financial year 2022-23**

In terms of Regulation 34(1) of SEBI(Listing Obligations & Disclosure Requirements) Regulations, 2015, we are enclosing a Business Responsibility and Sustainability Report for the financial year 2022-23 which also forms part of the Annual Report for the financial year 2022-23. The same is available on the website of the Company at [www.bharatpetroleum.in](http://www.bharatpetroleum.in).

This is for your information.

Thanking You,

Yours faithfully,  
For Bharat Petroleum Corporation Limited

(V. Kala)  
Company Secretary

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L23220MH1952GOI008931
2	Name of the Company	Bharat Petroleum Corporation Limited
3	Year of Incorporation	1952
4	Registered office address	Bharat Bhawan 4&6, Currimbhoy Road, Ballard Estate, Mumbai-400001
5	Corporate office address	Bharat Bhawan 4&6, Currimbhoy Road, Ballard Estate, Mumbai-400001
6	E-mail ID	<a href="mailto:ssc@bharatpetroleum.in">ssc@bharatpetroleum.in</a>
7	Telephone	(022) 22713170
8	Website	<a href="https://www.bharatpetroleum.in">https://www.bharatpetroleum.in</a>
9	Financial year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	1) National Stock Exchange of India Limited (NSE) 2) BSE Limited (BSE)
11	Paid-up capital	₹ 2169.25 crore as on March 31, 2023 i.e., 2,16,92,52,744 equity shares of ₹ 10 each
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Ms V. Kala Designation: Company Secretary Email: <a href="mailto:ssc@bharatpetroleum.in">ssc@bharatpetroleum.in</a> Telephone: 022-24173170
13	Reporting Boundary	BPCL Standalone Basis (i.e., excluding JVs and Subsidiaries)

### II. Products/Services

#### 14. Details of business activities (accounting for 90% of the turnover):

S. No	Description of main activity	Description of business activity	% of turnover
1.	Manufacturing	Coke and refined petroleum products	100

#### 15. Products/Services sold by the entity

S. No	Product/Service	NIC Code	% of total turnover contributed
1	HSD	466/473	46.66
2	MS	466/473	19.58
3	LPG	466/473	16.16
4	ATF	466	3.55
5	NAPHTHA	466	1.68
6	REGASSIFIED LNG	466/473	1.70
7	FO	466	2.14
8	BITUMEN	466	1.74
9	LUBES & GREASES	466/473	0.74

### III. Operations

#### 16. Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of plants
National	a. Refineries: 3 (Mumbai, Bina, and Kochi) b. Retail (Installations/Depots/TOPs): 83 c. LPG Bottling Plants: 54* (including one in Mumbai Refinery) d. Lube Blending Plants: 5 e. Aviation: Locations/Fueling Stations/on-wheels: 65 f. Cross country Pipelines: 3,536 km (consisting of 22 nos. Pipeline Locations) g. Head Office: 1 h. Regional Offices: 4
International	NA

Note: This year Bina Refinery was acquired in July 2022 and is included in the report. All relevant details related to Bina Refinery for the previous year have been updated.

#### 17. Markets served by the entity

##### a. Number of locations

Locations	Number
National (No. of states)	28
International (No. of countries)	7

##### b. What is the contribution of exports as a percentage of the total turnover of the entity?

Contribution of exports as a percentage of the total turnover of Lubes: 1.44%, (export sales – 53 crore, total sales – 3,682 crore)

##### c. A brief on types of customers

Bharat Petroleum Corporation Limited (BPCL) caters to both retail and bulk customers. The retail outlets (ROs) and LPG distributorships are the major touch points which facilitate BPCL to meet the daily needs of fuels and other services for its retail customers. Whereas, the energy needs of bulk customers are met by direct supplies to their plants and locations, which include the Defense Forces, Indian Railways, State Govt. entities, State Transport Undertakings, power producers, mining customers, automotive industry, etc.

### IV. Employees

#### 18. Details as on March 31, 2023

##### a. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	<b>Permanent Management (D)</b>	5,583	5,105	91.43	478	8.56
2	<b>Permanent Non-Management (E)</b>	3,130	2,969	94.85	161	5.14
3	<b>Total employees (D+E)</b>	<b>8,713</b>	<b>8,074</b>	<b>92.66</b>	<b>639</b>	<b>7.33</b>



## Number of Contract Workers

The total number of Contract Labourers engaged in BPCL are 24,314#

(Approximately 90% Contract Labourers in Non-Project and 10% in Project contracts)

#Contract Labourers are engaged by contractors for non-core jobs of sporadic and peripheral nature as per “Contract for Services”. The number is dynamic and changes depending on projects/works being undertaken. No casual labourer is currently engaged in BPCL.

### b. Differently abled employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent Management (D)	107	96	89.71	11	10.28
2	Permanent Non-Management (E)	67	63	94.02	4	5.97
3	<b>Total Employees (D+E)</b>	<b>174</b>	<b>159</b>	<b>91.37</b>	<b>15</b>	<b>8.62</b>

## 19. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	13	3	23 %
Key Management Personnel	5	1	20 %

## 20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Management	6.3%	10.6%	6.7%	6.5%	10.3%	6.9%	9.8%	11.1%	9.9%
Non-Management	7.1%	8.3%	7.2%	8.5%	12.9%	8.7%	27.5%	78.2%	31.1%

Turnover Rate is number of people separated during the year/Average strength during the year

(Average Strength = Strength at the start of the year + Strength at the end of the year/2)

## V. Holding, subsidiary and associate companies (including joint ventures)

### 21 a. Subsidiary/Step Down Subsidiary Companies:

S. No.	Name of Holding/Subsidiary/Associate/Joint Venture (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	Bharat PetroResources Limited	Subsidiary	100%	No
2	Bharat PetroResources JPDA Limited	Subsidiary	*100%	No
3	BPCL-KIAL Fuel Farm Pvt. Ltd.	Subsidiary	**74%	No
4	BPRL International BV	Subsidiary	*100%	No
5	BPRL International Singapore Pte. Ltd.,	Subsidiary	*100%	No
6	BPRL International Ventures BV	Subsidiary	*100%	No
7	BPRL Ventures BV	Subsidiary	*100%	No
8	BPRL Ventures Indonesia BV	Subsidiary	*100%	No
9	BPRL Ventures Mozambique BV	Subsidiary	*100%	No

S. No.	Name of Holding/Subsidiary/Associate/Joint Venture (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
10	Bharat Renewable Energy Ltd	Associate	33.33%	No
11	Bharat Stars Services Pvt. Ltd	Associate	50%	No
12	Central U.P. Gas Ltd.	Associate	25%	No
13	Delhi Aviation Fuel Facility Pvt. Ltd. Aviation fueling Station	Associate	37%	No
14	FINO Pay Tech Ltd.	Associate	<sup>^</sup> 21.10%	No
15	Goa Natural Gas Pvt. Ltd.	Associate	50%	No
16	GSPL India Gasnet Ltd.	Associate	11%	No
17	GSPL India Transco Ltd.	Associate	11%	No
18	Haridwar Natural Gas Pvt. Ltd.	Associate	50%	No
19	IHB Pvt. Ltd.	Associate	25%	No
20	Indraprastha Gas Ltd.	Associate	22.5%	No
21	Kannur International Airport Ltd.	Associate	16.20%	No
22	Kochi Salem Pipeline Private Ltd.	Associate	50%	No
23	Maharashtra Natural Gas Ltd.	Associate	22.5%	No
24	Matrix Bharat Pte Ltd.	Associate	50%	No
25	Mumbai Aviation Fuel Farm Facility Pvt. Ltd.	Associate	25%	No
26	Petronet CI Ltd.,	Associate	11%	No
27	Petronet India Ltd.	Associate	16%	No
28	Petronet LNG Ltd.	Associate	12.5%	No
29	Ratnagiri Refinery and Petrochemicals Ltd.,	Associate	25%	No
30	Sabarmati Gas Ltd.	Associate	49.94%	No
31	Ujjwala Plus Foundation,	Associate	N A (Section 8 Co. Limited by guarantee. Guaranteed obligation of BPCL is ₹ 5 lakh i.e. 25% of total guaranteed obligation)	No

\* Shares are held by Subsidiary

\*\* BPCL-KIAL Fuel Farm Private Limited is treated as Joint venture for consolidation of accounts as per IndAS.

^ Shareholding on fully diluted basis

## VI. CSR Details

21. b. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

(ii) Turnover Gross in ₹ (including Subsidiaries) : ₹ 5,32,104.86 crore

(iii) Net worth in ₹ : ₹ 50,112.59 crore

## VII. Transparency and Disclosures Compliances

### 22. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC)

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct							
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
<b>Communities</b>	Yes	4,071	79	Average disposal time is 12 days as against the requirement of 15 days.	4,727	163	-
<b>Investors (other than shareholders)</b>	Yes	0	0	-	0	0	-
<b>Shareholders</b>	Yes	52	0	-	74	0	-
<b>Vigilance</b>	Yes	29	34	-	60	48	-
<b>Employees and workers</b>	Yes	10	1	Grievances are recorded through Igloo platform over the Company's intranet	25	0	
<b>Customers</b>	Yes	4,55,565	939	BPCL's Customer Care System (CCS) is enabling customers to provide their feedback, complaints, or suggestions for the last 13 years. During FY 2022-23, a total of 4,55,565 customer complaints were received and out of these 4,54,626 were resolved with closure time of one day which is equal to 99.8%. The balance complaints were redressed and closed satisfactorily within 3 days of registration.	4,52,206	2,500	Nil
<b>IEM (Independent External Monitors)</b>	Yes	9	1		7	0	

**Notes:**

1. The Company has a well-defined vigilance framework which provides a platform to employees, Directors, vendors, suppliers, and other stakeholders to lodge their grievances/complaints.
2. Shareholders of the Company can send their grievances to the Company Secretary. The Company has created a designated email-ID [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in) exclusively for investors to raise their grievances.
3. BPCL has in place a robust and easily accessible Customer Care System (CCS), enabling customers to provide their feedback, complaints, or suggestions.
4. BPCL addresses the complaints lodged by citizen on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal within the stipulated time.

**23. Overview of the entity's material responsible business conduct issues**

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, and approach to adapt or mitigate the risk, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
1	Asset Integrity and Process Safety	Risk	Infrastructure Risk	Process Safety Management System implemented in refineries
2	Availability of Raw Material	Risk	Loss of Profitability and/or Market Share	Planning for inventory holding optimization has been carried out by BPCL well in advance.
3	Data Integrity and cyber security	Risk	Cyberattack can damage the IT system	Chief Information Security Officer is appointed, and measures taken to create firewalls for cyber security
4	Human Resources	Risk	HSSE Risks, Talent Management, Human and Labour Rights	Implemented Corporate Safety Management System. Developing capabilities in individuals at the early stages of their careers, providing adequate exposure and thus creating a sustainable leadership pipeline
5	Compliance and Governance	Risk	Strategic risk related to Good Governance	BPCL Board has constituted various committees to make informed decision in the best interest of the Company. Various committees exist with different roles under the provisions of Department of Public Enterprises (DPE) Guidelines/Companies Act. The Board Committees are chaired by Independent Directors. The Economic, Environmental and Social aspects of BPCL's operations are monitored by Sustainable Development Committee and respective Board committees.



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
6	Economic Performance	Risk	Market Risk, Credit Risk, Liquidity Risk, Higher Crude Oil Prices, Performance of Subsidiaries and JVs, Geopolitical Conflicts	It is managed by the Company through effective fund management. Optimization of inventory holding is carried out by BPCL well in advance and JVs are managed through regular assessment.
7	Marketing	Risk	Competition and customer complaints	Product stewardship and customer satisfaction
8	Legal and Regulatory Compliance	Risk	Being a responsible Corporate	BPCL has a well-defined internal control system in place to ensure that all applicable laws and regulations are followed.
9	Climate Change	Risk	Depletion of natural resources and global warming	Efficient water management, managing and minimizing environmental impact, energy conservation and transition, improvement in biodiversity.
10	Security	Risk	Product/location security	Various measures taken and implemented, including Threat Vulnerability Risk Assessment (TVRA) system for security enhancement.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

**The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:**

<b>P1</b>	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>P4</b>	Businesses should respect the interests of and be responsive towards all its stakeholders
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Businesses should respect, protect and make efforts to restore the environment
<b>P7</b>	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>P8</b>	Businesses should promote inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner



I. POLICY AND MANAGEMENT PROCESSES										
S.No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
a)	i) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ii) Has the policy been approved by the Board? (Yes/No)	Yes. The policies are approved by the Board/Competent Authorities as per the approved Delegation of Authority.								
	iii) Web Link of the Policies, if available	• Web Links Given below								
b)	Whether the entity has translated the policy into procedures (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c)	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
d)	Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	BPCL has framed various policies that conform to different applicable statutes/guidelines/rules/policies etc., issued by the Government of India from time to time. Industry practices, national/international standards are kept in view while formulating the policies. Standards such as ISO 9001/14001/45001/50001, 8001/2701/14064, BIS, OISD etc, as applicable, are widely adopted across the company.								
e)	Specific commitments, goals and targets set by the entity with defined timelines, if any.	BPCL has set various commitments, goals and targets pertaining to the NGRBC principles. The company has aligned efforts to various national targets/schemes in the areas of energy, community development and environment sustainability. BPCL remains steadfast in its commitment to contribute towards achieving the goals set under SDG, Net Zero commitments under Paris Agreement, UNGC, etc. Further details on the Company's goals and performance against these principles can be read in BPCL Sustainability Report.								
f)	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.									

**\*Web Links**

Principle 1:	<a href="https://www.bharatpetroleum.in/images/files/CodeOfConduct_BPCL.pdf">https://www.bharatpetroleum.in/images/files/CodeOfConduct_BPCL.pdf</a>
Principle 2:	<a href="https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx">https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx</a>
Principle 3:	Company's Internal web (Intralink)
Principle 4:	<a href="https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx">https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx</a>
Principle 5:	Company's Internal web (Intralink)
Principle 6:	<a href="https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx">https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx</a>
Principle 7:	<a href="https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx">https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx</a>
Principle 8:	<a href="https://www.bharatpetroleum.com/Social-Responsibility/Corporate-Social-Responsibility/Vision-and-Policy.aspx">https://www.bharatpetroleum.com/Social-Responsibility/Corporate-Social-Responsibility/Vision-and-Policy.aspx</a>
Principle 9:	<a href="http://www.bharatpetroleum.com/PDF/Citizen_Charter.pdf">http://www.bharatpetroleum.com/PDF/Citizen_Charter.pdf</a>

## GOVERNANCE, LEADERSHIP AND OVERSIGHT

### 1. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)

Bharat Petroleum Corporation Limited has stood true to these insightful words in the past financial year with superb performance and lifting market share to the highest level. I am delighted to present to you the first edition of Bharat Petroleum's Business Responsibility and Sustainability Report (previously known as the Business Responsibility Report). The report has been prepared as per the formats provided by the Securities and Exchanges Board of India (SEBI).

Today, corporations across the globe are being assessed on their ESG performance. As a public sector undertaking tasked with providing energy security to the citizens of the country, BPCL has always adhered to the principles of responsible business in conducting its operations. BPCL is one of the early adopters of ESG reporting in India. The Company first published its Sustainability Report way back in the year 2006. Over the years, the Company has been improving its disclosures, in line with the GRI standards.

It has been our topmost priority to uphold the principles of Corporate Governance to ensure transparency, integrity, and accountability in our functioning. We have in place strong frameworks that maintain high standards of ethical and responsible conduct of business. BPCL rigorously follows best HR practices. The Company encourages inclusive growth by providing employment and training opportunities to weaker sections of the society. Safety and well-being of our employees and contractual workers have always been a priority area of work. Safety continues to be the baseline of all our actions. We need to strengthen our culture of safety by being both proactive and prepared in the work environment as well as off work.

BPCL is a responsible global citizen. As the flagship oil company of the country, BPCL has ensured that critical energy needs are met across the length and

breadth of the country even during natural disasters or periods of national emergency. The Company is the leading implementing agency for many community development schemes of the Government of India such as the Pradhan Mantri Ujjwala Yojana (PMUY), providing free LPG connections to BPL women, etc. BPCL R&D has pioneered several indigenous technologies in process/product improvements, in the spirit of Aatmanirbhar Bharat. Our procurement policies are aligned to support and promote MSMEs and start-ups. BPCL is also the leading company in implementing the SATAT scheme of the Ministry of Petroleum & Natural Gas, promoting indigenously produced Compressed Biogas (CBG). Through this scheme, BPCL is also helping in creating rural employment opportunities and nurturing entrepreneurship. Beyond this, BPCL has a dedicated CSR programme which undertakes various community development initiatives across the country.

Through its efforts in emission mitigation, water and energy conservation, waste reduction, improvement in energy efficiency, BPCL has been proactively working towards reducing its operational impact on the environment. At the same time, the Company is also focusing towards greening its product mix through investments in renewable energy, biofuels, hydrogen, cleaner petroleum products and encouraging circular economy. In our supply chain, BPCL is encouraging digital connect to make supply chain more efficient and reduce emissions.

Last year we have achieved a total sale of 48.92 MMT which is highest ever in BPCL. We have also achieved No. 1 position in market share growth across the industry in all products combined i.e., 25.07%. Our refineries have ably supported and processed 38.41 MMT crude (capacity utilization of 108.8%) against the MOU target of 37.25 MMT. We have commissioned 986 new fuel stations, 482 CNG stations, 680 EV fast charging stations along 80 + highway corridors and added 37 LPG distributorships spread across the country. We have commissioned 4 AdBlue (Diesel Exhaust Fluid) plants there by reducing our Carbon Footprint and recycled 3172 MT of waste plastic under Extended Producer Responsibility. After the latest CGD bid round, BPCL has 25 Geographical Areas (GAs) on

standalone basis and along with our JV companies, we have enviable portfolio of GAs which covers 19% of India's population.

We are now amid a transition phase to a low-carbon energy system and must do so profitably while considering our net zero ambition of being there by 2040. Our forays into new energies such as renewables, electric mobility, biofuels and electrolyser present the agile face of BPCL, keeping us relevant in the mind space of the new-age Indian consumer who is increasingly driven for choice through socially relevant corporate values such as ESG. Therefore, we need to ensure that all new projects we take up are done with a low carbon footprint in mind. This will help us getting future ready for our net zero ambitions.

To further add the nations' objective of boosting green fuel and self-reliance, BPCL has achieved 10.59% of ethanol blending and are now selling CBG at 41 outlets. A 20 MW green hydrogen project at Bina and the expansion of Solar and Wind portfolio is aggressively underway. We have benchmarked BPCL sustainability initiatives on various national and international platforms like the Dow Jones Sustainability Index (DJSI), the Carbon Disclosure Project (CDP), etc. BPCL has maintained No. 1 rank in Indian oil and gas sector for its sustainability performance in the 2022 edition of the S&P DJSI rankings for the third consecutive year. We are the 8<sup>th</sup> best company all over the world out of 29 companies assessed in oil and gas sector with respect to sustainability.

BPCL has also benchmarked its performance on Carbon Disclosure Project (CDP) platform for Sustainability and Climate Change and maintained its rating at "Management Level" consistently for third year in a row in 2021-22, which is the best amongst Indian oil and gas companies and is on par with international peers.

The Business Responsibility & Sustainability Report (BRSR) presents a snapshot of BPCL's ESG journey and performance during the last financial year. While we have attempted to provide a response

to all Essential and Leadership indicators, BPCL continues to improve upon its systems and matrices further so that disclosures can become better in future. Various sections of the report can be cross-referenced with our other annual public disclosures, i.e., the Sustainability Report and Annual Report, for more details.

Looking ahead, BPCL has geared up to meet the challenges of climate change, environmental degradation, and environmental sustainability, thereby making strategic shift towards meeting the aspirations set by UN Sustainable Development Goals and Net Zero transition. BPCL is fulfilling stakeholder's expectations of value creation and growth, optimizing resources to mitigate environmental impacts by incorporating environmental and social considerations in business decisions, building reputation as a responsible corporate citizen, conducting business with ethics and transparency, and follow responsible business practices harnessing technological/social innovations.

## **2. Details of the highest authority responsible for implementation and oversight of the Business Responsibility & Sustainability (BRSR) Policy**

The Board, Sustainable Development Committee, Chairman, Functional Directors, and Chief General Manager (HSSE) Corp. are responsible for the implementation and oversight on the principles as identified in NGRBC in line with importance and existing policies.

## **3. Does the entity have a specified committee of the board/director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details**

BPCL has a Sustainable Development Committee for periodic review, discussions and guidance on various Sustainable Development initiatives and measures for implementation of Business Responsibility policies. It reviews sustainability initiatives every six months and provides directions for further improvement.

**4. Details of Review of the National Guidelines on Responsible Business Conduct (NGRBC) by the company:**

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee									Frequency: Annually (A)/Half yearly (H)/ Quarterly (Q)/Any other – please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow-up action</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y	BPCL has a Sustainable Development Committee which reviews policies of NGRBC and sustainability initiatives every six months and provides necessary directions for further improvement.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	BPCL has a well-defined internal control system in place to ensure that all applicable laws and regulations are followed.									On regular basis								

**5. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.**

P1	P2	P3	P4	P5	P6	P7	P8	P9
No								

**6. If answer to question (1) above is “No”, i.e., not all Principles are covered by a policy, reasons to be stated:**

Not applicable

## **SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**

This section aims at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

### **PRINCIPLE 1**

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

## Essential Indicators

### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors (BoDs)	2	Master class on 'Building Better Boards' and India Energy Week – where leaders from the integrated energy value chain, finance, government, think tanks and academia discussed and addressed the challenges and opportunities presented by a responsible energy transition that balances, security, affordability, and sustainability.	100
Key Managerial Personnel (KMPs)	2		100

- Percentage determined based on the number of directors/KMPs nominated for the programme.
- In addition to the above, KMPs attend various programmes in line with the requirements of their role, organised by various authorities individually.

### 2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of Case	Has an appeal been preferred (Yes/No)
Penalty	NIL	-	-	-	-
Fine	NIL	-	-	-	-
Compounding Fee	NIL	-	-	-	-

Non-Monetary				
	NGRBC Principle	Name of regulatory/enforcement agencies/judicial institutions	Brief of Case	Has an appeal been preferred (Yes/No)
Imprisonment	NIL	-	-	-
Punishment	NIL	-	-	-

'Nil' fines/penalties/punishment/award/compounding fees/settlement amount paid by entity or directors/KMPs to SEBI or under Companies Act 2013.

### 3. Of the instances disclosed in Question-2 above, details of the Appeal/ Revision preferred in cases

Case Details	Name of regulatory/enforcements agencies/judicial institutions
NA	NA



**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

Yes, the Company has formulated Code of Conduct for Directors and Senior Management Personnel that covers issues related to ethics, prevention of corruption and bribery. Further, Whistle-blower policy framed by the Company enable reporting of improper activities which ensures greater transparency. These policies cover all stakeholders of the Company.

The web link for Code of Conduct and Whistle blower policy are given below

[https://www.bharatpetroleum.in/images/files/Whistle%20Blower%20Policy%20\(updated%202023\).pdf](https://www.bharatpetroleum.in/images/files/Whistle%20Blower%20Policy%20(updated%202023).pdf)

[https://bharatpetroleum.com/images/files/CodeOfConduct\\_BPCL.pdf](https://bharatpetroleum.com/images/files/CodeOfConduct_BPCL.pdf)

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption**

	2022-23	2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

**6. Details of complaints with regard to conflict of interest**

	2022-23		2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received w.r.t. issues of conflict of interests of Directors	NIL	NIL	NIL	NIL
Number of complaints received w.r.t. issues of conflict of interest of KMPs	NIL	NIL	NIL	NIL

**7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable

**Leadership Indicators**

**1. Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year.**

Number of training programmes held	Training Area	Value Chain Partners covered	Principles Coverage	%/Nos. of persons in respective category covered by the programmes
22	Conducted Safety Campaign on SOPs, use of firefighting equipment and fire extinguishers, etc.	Compressor operators, dealers, DSMs, drivers, supervisors and helpers at CNG stations.	3, 6, 9	7,500 customers covered

Number of training programmes held	Training Area	Value Chain Partners covered	Principles Coverage	%/Nos. of persons in respective category covered by the programmes
1	Safety precautions and Dos & Don'ts in Operation and Maintenance of Type-IV cascade.	Officers of Northern region covering 5 Geographical Areas and HQ.	3, 6, 9	100%
1	Safety precautions and Dos & Don'ts in Operation and Maintenance of Dispensers.	Officers from all Geographical Areas and HQ.	3, 6, 9	100%
34	Catch Them Young (CTY) program was conducted for Educating Young India about Natural Gas	School students	8	5000 students covered
1	Safety Awareness including traffic safety	Petcoke, Sulphur and LPG drivers		55 Nos
1	Road safety awareness training	White Oil, Sulphur, and LPG drivers		93 Nos
1	Defensive Driving Awareness	Internal drivers within refinery		54 Nos
2178	Standard Operating Procedures (SOPs), Safety Training/LPG Delivery staff of Distributors	LPG delivery staff of distributors		75.6 %
10	Awareness Program on Sustainability and Net Zero	Management and Non-Management Staff	2, 6	100 %

**2. Does the entity have processes in place to avoid/manage conflicts of interest involving members of the Board? (Yes/No) If yes, provide details of the same.**

Yes. To avoid/manage conflicts of interest, the Company has formed a 'Code of Conduct for Board members and Senior Management Personnel' wherein a mandatory declaration is obtained from the Directors confirming that they shall not get involved in a situation in which they may have a direct or indirect interest that conflicts with the interest of the Company. Further, the Code also stipulates that the director shall not be involved in taking any decision on a subject matter in which conflict of personal interest arises or which in their opinion is likely to arise. In addition, as per the requirements of the Companies Act, 2013, the disclosure of interest is required to be given by the Directors in prescribed Form MBP-1 which is submitted at a Board Meeting and taken on record. Further, any transaction in which a director is interested is brought to the attention of the Board and the interested Director (if any) does not participate in that discussion.

## PRINCIPLE 2

**Businesses should provide goods and services in a manner that is sustainable and safe**

### Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impact
R&D (in Crore)*	71.68	90.10	Expenditure in new and energy efficient refinery processes, new formulation development, Green Hydrogen implementation, reduce CO <sub>2</sub> emissions, emerging technologies in energy transition, etc.
Capex (in Crore)	12,120	11,860	Improving equipment efficiency, augmenting facilities and supply chain, implementation of renewable energy projects, Petrochemical projects, Biofuel projects (to maintain strategic fuel supply and deliver energy products to all corners of the country).

(\*Includes Salaries and Depreciation, unaudited figures)

- Does the entity have procedures in place for sustainable sourcing? (Yes/No). If yes, what percentage of inputs was sourced sustainably?**

- BPCL Mumbai Refinery (MR) is enhancing products' transfer through pipelines which is most sustainable method of transport and assist in reduction of operational (Scope 3) GHG emissions. More than 90% products are transferred through pipeline.
- JD-5 facility at Marine Oil Terminal helped Mumbai Refinery to port very large crude carriers (VLCC) for crude transportation. This facility also helped Mumbai Refinery to reduce operational risks.
- Close to 50% of Mumbai Refinery's raw water consumption is met through usage of sewage treated water received from M/s RCF, Recycling of ETP water and Rainwater Harvesting (RWH).
- In 2022-23, total flare gas recovered at Mumbai Refinery was 1,872 MT, at Kochi Refinery (KR), it was 3,179 MT and at Bina Refinery, it was 2,278 MT, which was subsequently treated and recycled as fuel gas in process furnaces, leading to reduction of Scope 1 emissions.
- BPCL is operating large cross country pipelines network with total pipelines length of about 3,537 km. Cumulative throughput of petroleum products in this financial year was 26.9 MMT

against target of 26.4 MMT, which is 102% of the target. All Pipelines (Product and Crude) achieved highest-ever cumulative throughput of 26.9 MMTPA, which is 12.2% higher than achieved in FY 2021-22.

- BPCL has diversified its Global Crude Oil supply from various sources and efforts are made for optimization of the crude basket and minimization of inventories at the same time ensuring uninterrupted supplies of transportation of crude oil to refineries.
- Research & Development played a vital role in business growth and sustainability. BPCL R&D is actively pursuing research in the niche areas of Petrochemicals, Biofuels, Alternate Energy, Green Hydrogen and Carbon Dioxide mitigation along with the conventional oil refining and related processes. R&D centres of BPCL continued the trend of developing energy efficient technologies, novel products, cleaner fuels and providing valuable technical support to Business Units.
- Working towards circular economy and sustainability, R&D has developed anti-wear hydraulic oil, engine oil for two-wheelers and passenger cars, formulated with re-refined base stock to conserve petroleum resources.
- BPCL provides purchase preference to local suppliers, MSEs, Startups in accordance with



Government and the Company's policies. During the year 2022-23, BPCL's total procurement value of goods and services, excluding works contracts, where MSEs could have participated was ₹8,736.65 crore whereas the actual procurement value from MSEs was ₹3,203.02 crore, i.e., an achievement of 36.66%, which exceeds the target of 25%.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

BPCL is in the business of providing oil and gas related products. While most of the product streams do not have any residual waste remains, except lubricants. However, BPCL CRDC Noida continued the trend of developing efficient technologies, novel products, cleaner fuels and valuable technical support to Business Units to reduce wastes.

**(a) Plastic:**

In view of addressing the issue of mixed plastic waste, R&D researched on utilisation of such plastic waste in environmentally friendly and sustainable manner by using the same in road making at refinery, plants and retail outlets, etc. It is now proposed to undertake the evaluation through certified body so the accreditation can be obtained for commercial applications. This will also help in achieving "Net Zero" goals thereby addressing the vexing issue of plastic waste and fulfilling the targets of "Swachh Bharat Mission".

As per the provision of Plastic Waste Management Rules, Extended Producers Responsibility (EPR) for management of plastic waste packaging is entrusted with the producer, importers and brand owners who introduce the products in the market. In the year 2022-23, BPCL Lube has collected 3,172 MT waste plastic from market and reprocessed it through the Central Pollution Control Board (CPCB) approved party under EPR regulation as brand owner which has used this processed plastic in making various plastic items used in day-to-day applications.

**(b) E-waste:**

Approximately 3.63 MT of electronic waste is disposed of by authorized recyclers as per the

E-waste guidelines in FY 2022-23. E-waste returns are filed every year to State Pollution Control Board (SPCB) as per requirements.

**(c) Hazardous Waste:**

**Spent Catalyst:** Spent catalyst bearing precious metals from refineries are sent to authorized recyclers for recovery of precious metals, co-processing in cement plants and manufacturers of refractories, ceramics etc, or incineration.

**Slop Oil:** Oily sludge recovered from storage tank and Effluent Treatment Plant (ETP) facilities in refineries is subjected to treatment processes where oil is recovered and further blended suitably with finished product.

**Oily Sludge:** Generation of crude oil tank bottom sludge is reduced by regularly running tank stirrers. The sludge which is not in use is either bio-remediated or incinerated through approved recyclers.

**(d) Others Waste:**

**Kitchen waste:** Solid waste generated in refinery townships and canteens is treated in waste management plants to convert it into Biogas and manure whereas in marketing this organic waste is disposed by composting through various methods.

**Biomedical waste:** Bio-medical waste generation, treatment and disposal is guided by Biomedical Waste Management Rules, 2016.

**Batteries:** Batteries are disposed-off through registered recycler of the waste through buy back policy.

**Other Non-hazardous wastes:** These are disposed of following the process of reduce, reuse, and recycle.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

As per the provision of Plastic Waste Management Rules, Extended Producers Responsibility (EPR) for management of plastic waste packaging is entrusted with the Producer, Importers & Brand Owners who introduce the products in the market. As BPCL is in the business of Lube manufacturing, packaging, and

selling of lubricants under the brand name of “MAK” in Indian market, as a brand owner.

Extended Producer Responsibility (EPR) has been made applicable to BPCL lubricants for plastic waste recycling, vide policy notified on February 16, 2022 for plastic packaging undertaken for lubricants. The waste collection plan is aligned to EPR plan submitted with the Pollution Control Board. In the year 2022-23, BPCL Lubes business unit collected 3,172 MT waste plastic from market and reprocessed it through CPCB-approved party, which has used this processed plastic in making various plastic items used in day-to-day applications.

### Leadership Indicators

#### 1. Has product related Life Cycle Perspective/ Assessments (LCA) been conducted?

Yes, BPCL has carried out a Pilot Life Cycle Assessment (LCA) Study from cradle to grave at wadilube Installation, which is responsible for blending of lubricants. The project was assigned to the National Institute of Industrial Engineering (NITIE), which is one of leading research institutes in Mumbai. They used Gabi software and helped in identifying possible hotspots for improvement and alternatives that could reduce energy consumption, biodiversity and environmental impacts.

#### 2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.

- BPCL has been consistently exploring means to reduce intake of virgin materials through recycling of waste generated from its operations. As a responsible Company and having its obligation towards prevention of soil contamination, BPCL disposes of its waste in a responsible manner as per Central Pollution Control Board (CPCB) guideline and other statutory requirements.
- BPCL is focused on increasing the share of product/crude transportation through pipelines, therefore expanding its cross-country pipeline network. Cross-country pipelines are also globally recognized as the safest, cost-effective, energy-efficient, and environment-friendly mode for transportation of petroleum products. Currently, BPCL is operating

large cross country Pipelines network with total Pipelines length of approximately 3,537 km. Cumulative throughput of petroleum products in this financial year was 26.9 MMT against target of 26.4 MMT which is 102% of the target. All Pipelines (Product and Crude) achieved highest ever cumulative throughput of 26.9 MMTPA which is 12.2% higher than achieved in the year 2021-22.

- BPCL MR has taken initiative to use enzyme-based additive which can bio-remediate water mixed oily sludge very fast. During the year, 561 m<sup>3</sup> of oily sludge was treated and oil content was reduced below 0.5% wt in MR whereas 25 m<sup>3</sup> of hazardous waste was disposed off through bioremediation in KR.
- Sludge processed was 8,165 m<sup>3</sup> in KR and 5,785 m<sup>3</sup> in MR and the oil recovered was 7,394 m<sup>3</sup> during the year 2022-23.
- A total of 6,796 and 3,277 m<sup>3</sup> oily sludge were re-processed in Delayed Coker Unit by KR and Bina Refinery (BR), respectively, in the year 2022-23.
- Mumbai refinery had set up Sewage Treatment Plant (STP) in the year 2019 in collaboration with Rastriya Chemicals & Fertilizers (RCF), with a capacity of 22.5 MLD of municipal sewage that would produce 15 MLD of treated water (where BPCL share was 6 MLD & RCF share was 9 MLD). BPCL MR has reduced its dependency on municipal freshwater supply by using 2,228 TKL of STP water received from RCF during the year 2022-23.
- The total amount of 46,76,403 (KL) treated water was recycled back to process requirement through Reverse Osmosis De-Mineralized Process (RODM), thereby reducing equivalent amount of fresh make up raw water.
- KR was able to dispose of 25 (MT) of spent charcoal as product through pet coke, which would otherwise get disposed of through secured land filling.
- Flare Gas Recovery System (FGRS) at Mumbai refinery for emission reduction and energy conservation is in operation. Flare Recovery facility recovers the flare gases and puts them back into the Fuel Gas System, thus reducing precious hydrocarbon loss and minimizing fuel consumption and emissions. In 2022-23 total flare gas recovered was 1,872 MT which was subsequently treated and again used as fuel gas in process furnaces whereas flare gas recovery from KR was 3,179 MT and from BR it was 2,278 MT.

- As part of control measures regarding air pollution, BPCL refineries adopted various methods like electrostatic precipitators (ESP), scrubbers and other pollution control equipment.
- BPCL CRDC also contributed significantly by implementing a technology developed to utilise the plastic waste in road construction. Till date, about 250 metric tons of plastic waste has been utilized in waste plastic stretches prepared across India.
- Certification of 'Zero Waste to Land Fill (ZWL)' has been obtained by MR and all Retail, LPG, and Lubricant marketing locations. The certification is BPCL's commitment of disposal of waste in a responsible manner without spoiling soil due to its operations. The target is set to get certification for other refineries and marketing locations by 2023-24.
- Mumbai refinery has started sale of Used Cooking Oil (UCO) to Food Safety and Standards Authority of India (FSSAI) approved Used Cooking Oil Aggregator (UCOA) for biodiesel production since December 2021. Green certificates have been issued by UCOA to BPCL MR towards reduction in equivalent greenhouse gases. Around 2.242 MT of UCO sold in the year 2022-23, resulted in revenue generation of ₹0.57 lakh.
- BPCL HSSE team has been undertaking training sessions on capacity building program on disposal of hazardous waste/Zero Waste to Land-fill certifications/Water balance study/sustainable development/GHG inventory/carbon sequestration across all business units.

**The Life Cycle Assessment of Wadilube Lubricants plant identified the proportion of environmental impacts as under:**

Cradle to Gate (Base Oil): 81.97%, Gate to Gate (Wadilube): 16.04%, Gate to Grave (Wadilube to End User): 1.99%.

**The end point indicators display the following:**

Total resource depletion is found to be: 0.41 USD, Human Health with Disability Adjusted Life Years (DALY):  $2.71 \times 10^{-6}$  and biodiversity loss:  $5.73 \times 10^{-9}$  species lost per year.

To reduce the environmental impacts, Wadilube Lubricants Plant can enhance efficient use of electricity, periodic maintenance, upscale in renewable energy, and alternative low-emission fuels/technologies for which actions are already under progress.

**3. Percentage of recycled or reused input material to total material (by value) used in production**

Data not maintained at present and would be provided in subsequent years.

**4. Of products and packaging reclaimed at end-of-life of products, amount (in metric tonnes) reused, recycled, and safely disposed**

Type of Waste	FY 2022-23			FY 2021-22		
	Re-Used	Re-cycled	Safely Disposed (Metric Tonnes)	Re-Used	Re-cycled	Safely Disposed (Metric Tonnes)
Plastics (including packaging)	-	-	3,172	-	-	Nil
E-waste	-	-	3.63	-	-	2.57
Hazardous waste	-	-	28,842	-	-	19,387
Other waste (Non-Hazardous)	-	-	11,719	-	-	11,297

Data not maintained with respect to reused and recycled and would be provided in subsequent years.

**5. Reclaimed products and their packaging materials (as % of products sold) for each product category.**

The Company has disposed of about 3,172 MT of packing material under EPR, which is more than 60% packaging material used by us. Besides, data is not maintained with respect to reclamation of lubricants and shall be provided in subsequent years.

### PRINCIPLE 3

Businesses should respect and promote the well-being of all employees, including those in their value chains

#### Essential Indicators

#### 1. Employee Benefit and Well-Being

##### a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Management Staff</b>											
Male	5,105	5,105	100%	5,105	100%	NA	NA	5,105	100%	5,105	100%
Female	478	478	100%	478	100%	478	100%	NA	NA	478	100%
<b>Total</b>	<b>5,583</b>	<b>5,583</b>	<b>100%</b>	<b>5,583</b>	<b>100%</b>	<b>478</b>	<b>100%</b>	<b>5,105</b>	<b>100%</b>	<b>5,583</b>	<b>100%</b>
<b>Non-Management Staff</b>											
Male	2,969	2,969	100%	2,969	100%	NA	NA	2,969	100%	2,969	100%
Female	161	161	100%	161	100%	161	100%	NA	NA	161	100%
<b>Total</b>	<b>3,130</b>	<b>3,130</b>	<b>100%</b>	<b>3,130</b>	<b>100%</b>	<b>161</b>	<b>100%</b>	<b>2,969</b>	<b>100%</b>	<b>3,130</b>	<b>100%</b>

\*The medical reimbursements to our employees are governed by the applicable Medical Schemes. The existing Schemes cover reimbursement towards hospitalization, domiciliary (non-hospitalization) and certain critical ailments under Ex-gratia Medical Assistance Scheme (EGMAS).

##### a. Details of measures for the well-being of workers:

As a law-abiding global corporate citizen, BPCL ensures that the contractors fully comply with their obligations under various statutes, including Minimum Wages Act, Payment of Wages Act, Employee Provident Funds Act, Employee State Insurance Act, Contract Labour (Regulation & Abolition) Act, etc., as applicable. Provisions of welfare amenities, including clean drinking water, clean toilet facilities, rest rooms, etc., are extended to all contract labour working in the premises of BPCL. Annual/half yearly onsite health check-up camps are conducted for all contract labour. They are also provided training on first-aid on a continuous basis. Additionally, several awareness programs such as Health Talks, Swachhta Pakhwada, etc. are conducted on a regular basis to educate the contract labour on various social as well as personal development aspects.

#### 2. Details of retirement benefits for the current and previous financial year

	FY 2022-23			FY 2021-22		
	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/N.A.)	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted and deposited with the authority (Yes/No/N.A.)
PF	100%	100%	YES	100%	100%	YES
Gratuity	100%	100%	YES	100%	100%	YES
ESI	NA	NA	NA	NA	NA	NA

#### 3. Are the premises/offices of the entity accessible to differently abled employees and workers

Yes

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

Yes, we have equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 and the same is displayed on the internal website of the organization.

**5. Return to work and retention rates of permanent employees that took parental leave.**

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	Not Applicable	Not Applicable	BPCL has contracted a third-party vendor for sourcing workers. Data systems are currently being developed to capture this data	
Female	90.91 %	81.81 %		

Number of female staff who returned to work after Maternity Leave (ML) = 10

Number of female staff who resigned during Maternity Leave (ML) = 1

Number of female staff who resigned after resuming work = 1

**Return to work = 10/11**

**Retention = 9/11**

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.**

	Yes/No (If Yes, then give details of the mechanism in brief)
Management Staff	<p>Yes, the Company has always believed in open and transparent communication. Employees are encouraged to share their concerns with their Line Managers, HODs, HR, ESE Department, or the members of the Senior Leadership Team. The Company has always followed an open-door policy, wherein any employee irrespective of the hierarchy have access to the Leadership Team.</p> <p>Employee Satisfaction Enhancement (ESE) department is a unique and innovative initiative taken by the Company in our endeavour to make BPCL 'A Great Place to Work'. One of ESE's primary focus area is to reach out to maximum number of employees in a proactive manner, to listen to them, to understand their issues and concerns and aim to resolve them. All issues/grievances brought to the notice of ESE are dealt with utmost confidentiality.</p> <p>ESE aims for:</p> <ul style="list-style-type: none"> <li>Redressal of genuine grievances of all employees</li> <li>Give feedback for improvement in systems, policy and procedures based on interactions with employees.</li> </ul> <p>If an employee has a grievance, he/she</p> <ul style="list-style-type: none"> <li>❖ Can approach the Line Manager/Embedded HR or directly approach ESE</li> <li>❖ One can approach ESE either face to face/telephonically/via a letter or e-mail</li> </ul> <p>Unresolved issues are escalated for resolution with concerned SBU/Entity Head.</p>
Non-Management Staff	
<b>Permanent Workers</b>	
<b>Other than Permanent Workers</b>	



	Yes/No (If Yes, then give details of the mechanism in brief)
	<p>The employee is informed/counselled prior to closing the case. The entire process flow and FAQs on approaching ESE is published on Intranet of the Company for information of all employees.</p> <p>In addition, new employees are sensitized on Code of Conduct, Discipline and Appeal Rules (CDA Rules)/Standing Orders applicable to the staff, during the employee induction programme.</p> <p>The Company on a regular basis sensitizes its employees on the Prevention of Sexual Harassment (POSH) at the workplace through workshops and awareness programmes. A workshop on POSH is mandatory.</p> <p><b>This is mainly for permanent employees and workers</b></p> <p>In addition, the Company has a public grievance system/grievance redressal system for the general public.</p>

**7. Membership of employees in association(s) or unions recognised by the listed entity:**

- There are 20 registered Trade Unions in BPCL across Regions and Refineries. Approximately, 96% of our non-management employees are represented through these Trade Unions in the year 2022-23.
- There were 19 registered Trade Unions across Regions and Refineries operating in BPCL. Approximately, 96% of our non-management employees were represented through these Trade Unions in FY 2021-22.

**8. Details of performance and career development reviews of employees and workers**

Performance and Career Development Reviews for FY 2021-22 were carried out for all Management and Non-Management staff (100%) in the year 2022-23.

**Note: BPCL has contracted third-party vendors for sourcing workers.**

**9. Details of training given to employees and workers:**

Management						
Gender	Average Strength	Total Training Hours on health & safety/ wellness measures and Skill upgradation	Training Hours per employee	Average Strength	Total Training Hours on health & safety/ wellness measures and skill upgradation	Training Hours per employee
	FY 2022-23 (A)	FY 2022-23 (B)	FY 2022-23 (B/A)	FY 2021-22 (A)	FY 2021-22 (B)	FY 2021-22 (B/A)
Male	4,852	1,22,890	25.32	4,733	1,24,185	26.23
Female	480	12,329	25.68	505	12,697	25.14
Total	5,332	1,35,219	25.35	5,238	1,36,883	26.13
Non-Management						
Gender	Average Strength	Total Training Hours on health & safety/ wellness measures and Skill upgradation	Training Hours per employee	Average Strength	Total Training Hours on health & safety/ wellness measures and Skill upgradation	Training Hours per employee
	FY 2022-23 (A)	FY 2022-23 (B)	FY 2022-23 (B/A)	FY 2021-22 (A)	FY 2021-22 (B)	FY 2021-22 (B/A)
Male	3,130	36,178.0	11.56	3,478	15,150	4.35
Female	168	5,321.5	31.67	186	563	3.02
Total	3,298	41,499.5	12.58	3,663	15,712	4.28

Overall						
Gender	Average Strength	Total Training Hours on health & safety/ wellness measures and Skill upgradation	Training Hours per employee	Average Strength	Total Training Hours on health & safety/ wellness measures and Skill upgradation	Training Hours per employee
	FY 2022-23 (A)	FY 2022-23 (B)	FY 2022-23 (B/A)	FY 2021-22 (A)	FY 2021-22 (B)	FY 2021-22 (B/A)
Male	7,982	1,59,067.6	19.93	8,211	1,39,335	16.97
Female	648	17,650.8	27.24	691	13,260	19.19
Total	8,630	1,76,718.4	20.48	8,901	1,52,595	17.14

**Contract Labour:** All our contract labours across various locations and refineries, are mandatorily trained to a comprehensive training program including session on 'Safety within the workplace' prior to providing them access to the plant/location premises.

## 10. Health & Safety Management System

### a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such system?

Yes. BPCL has implemented a comprehensive Health, Safety, and Environment Policy that emphasizes the use of appropriate technology to reduce the environmental impact of our operations. BPCL refineries have been certified for ISO 9001, ISO 14001, and ISO 45001 i.e., Quality, Environment, Occupational Health & Safety and 50001 for Energy Management system. As part of these ISO certifications, Risks & Opportunities are identified with mitigation strategy and a detailed Hazard Identification and Risk Assessment (HIRA), and aspect impact (AI) has been prepared and documented for all functions. BPCL HSSE policies provide the direction required to maintain and sustain a productive and safe workplace. To maintain high safety standards, every location has a HSSE (Health, Safety, Security, and Environment) role holder. The primary responsibility of HSSE officer is to ensure adherence to the HSSE Policy. Safety protocols and SOPs are available to limit the incidents, mishaps, injury, exposure to hazards to BPCL personnel, contractual workers, customers, tank lorry drivers, and communities within which the BPCL operates. The Corporate Safety

Management System (CSMS) and 12 Life Saving Rules (LSR) across organisation (Refinery and Marketing business units) are adhered by BPCL to achieve standardisation and enhance safety culture across the organization.

### b. What are the processes used by BPCL to identify work-related hazards and assess risks on routine/non-routine basis?

BPCL has developed Corporate Safety Management System (CSMS) which outlines a structured approach necessary for all operations to manage health and safety risks at "As Low as Reasonably Practicable Level (ALARP)" level and drive improvement in a consistent and systematic manner across the Company. It prescribes minimum safety management system compliance requirements and is applicable to all our operations, assets, facilities, employees, contractors, and important stakeholders. A portal has been developed for capturing incident reporting, leading, and lagging indicators, etc., which are very critical to learn and disseminate the learnings to take necessary corrective/preventive actions. The internal and external incidents reported in the system are investigated, analysed and thoroughly reviewed.

Hazard Identification & Risk Analysis (HIRA) study was conducted at all operating locations across the organisation in addition to Threat Vulnerability & Risk Assessment and Security Audits. At BPCL, Risks and Opportunities are identified with mitigation strategy and a detailed HIRA and Aspect Impact (AI) has been prepared and documented for all refinery and marketing locations. In addition, Quantitative Risk Analysis (QRA) and Hazard & Operability study (HAZOP) are also conducted in line with the

requirements of Oil Industry Safety Directorate (OISD) and Petroleum and Natural Gas Regulatory Board (PNGRB) guidelines. Such assessments are carried out for all new facilities and repeated after every five years.

BPCL has established Process Safety Events identification and Measurement System in accordance with American Petroleum Institute (API) Recommended Practice (RP) 754 Standard. BPCL ensures that process safety events are monitored, recorded, analysed and the learning is shared across the locations. BPCL Refineries have implemented Process Safety Management (PSM) principles with the goal of creating safe workplaces and preventing loss of containment that can cause disasters.

BPCL has established Leading and Lagging Indicators which help in monitoring safety performance. Leading Indicators are a form of proactive monitoring focused on risk control processes and its elements to determine their continued effectiveness. It can be considered as measures of process monitoring to deliver the desired safety outcome. Whereas Lagging Indicators are a form of reactive monitoring. These incidents may or may not result in major damage or injury or loss of containment. They can be considered as measures of outcome monitoring.

BPCL undertakes regular safety audits to identify hazardous and unsafe acts, ensure compliance with standard operating procedures, and assess the performance of the company's safety measures. External Safety Audits (ESA) are undertaken by the OISD, PNGRB, and the Petroleum & Explosives Safety Organisation (PESO) in addition to internal safety audits by multidisciplinary teams. Internal and external audit suggestions are strictly followed up and Surprise Dip Stick Audit (SDSA) mechanism was further strengthened to ensure the compliance towards 12 Life Saving Rules (LSR) at locations.

The Company focuses on formulation, review and enforcement of SOPs, safety in operations, statutory compliance, emergency preparedness, awareness creation and progress review on policy compliance. BPCL top management periodically reviews progress on compliance of various statutory audits and time bound action plans for redressal of safety observations.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Yes. BPCL encourages its workforce to report hazards, unsafe situations and near misses. The incidents reported in the portal system are thoroughly investigated, Root Cause Analysis is undertaken and circulated online to all stakeholders to upsurge collaborative learning for safer operations and greater adoption of best practices. Awareness campaigns are organised to emphasise the value of reporting near misses to employees and contract labour.

Safety Committee meetings and Monthly Safety Theme events provides crucial forums for raising awareness of safety issues, sending out messages, and improving safety practises. These committees are structured with equal representation from workmen and management as per statutory requirements in which workers are given a platform to participate in resolving any safety issues/audit recommendation.

All functional heads, supervisors, workers, and contractual employees are encouraged to use safe practices in their daily routine as well as in operational planning and development activities. Workforce is urged to report issues and make suggestions for the Management of Change system. Safety protocols and SOPs are available to limit the incidents, mishaps, injury, exposure to hazards to BPCL personnel, contractual workers, customers, tank lorry drivers, and communities within which the BPCL operates.

**d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)**

The primary focus of BPCL on Occupation Health and Safety (OHS) refers to all aspects of health and safety in the workplace with particular focus on preventing accidents and hazards. The Company's commitment to health and safety is also extended to its customers and the communities close to its operations. As per the Factories Act, BPCL conducts annual medical check-ups twice in a year for all its employees and contract labourers working in operating locations and refineries. BPCL also carries out following activities towards health and safety:



1. First-aid kit is maintained at all operating locations.
2. 20% of the employees are given first-aid training and refresher course.
3. Occupational Health and Safety (OHS) centre is maintained at all operating locations which can be accessed by employees/ workers working in the location.

## 11. Details of safety-related incidents

Safety Incidents/ Number		2022-23		2021-22	
		In Transit accidents	In side plant accidents	In Transit accidents	In side plant accidents
Loss Time Injury Frequency Rate (LTIFR)* LTIFR = (No. of Lost Time Injuries X 10,00,000)/ Man hours worked	Employees	0	0	0	0
(Per one million person-hours worked)	Workers	0	0.055	0	0.010
No. of Incidents		Nil	Nil	Nil	Nil
		133	144	99	154
Total recordable work-related injuries	Employees	Nil	Nil	Nil	Nil
	Workers	56	13	36	05
No. of fatalities	Employees	Nil	Nil	Nil	Nil
	Workers	51	04	34	01
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil	Nil	Nil
	Workers	Nil	Nil	Nil	Nil

## 12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

A safe workplace is ensured with the help of various elements of Safety Management System which are Operation and Maintenance Procedure, Work Permit

System, Personnel Safety using PPEs, Trainings, Risk Analysis and Management, Process Safety Management, Management of Change, Safety Audit, Employee Participation in building Safety Culture, Incident Investigation and Analysis, Emergency Planning and Response, and Safety in Facility Design/ Construction. To ensure a healthy workplace, the following measures are taken:

- Safety aspect is considered during the design stage wherein EIA, QRA, RRA, HAZOP are carried out. Safety Integrity Level (SIL) 3 is considered in the design of process parameters.
- API, OISD standards and other international Standards are followed with respect to safe layout, robust design, etc.
- Asset integrity is maintained by following the latest applicable standards/guidelines of OISD, ASTM, API, etc.
- The firefighting facilities conform to OISD and National Fire Protection Association (NFPA) Standards.
- The earthing systems are installed as per IS 3043.
- Integrated Management System is implemented comprising of ISO 9001, ISO 14001, and 45001.
- Work Permit System which includes Job Safety Analysis, working at height, Incident Reporting System, Safety Meetings at various levels.
- Capability building comprises imparting training at entry level, refresher training and workshops.
- ERDMP has been prepared, approved as per PNGRB guidelines by accredited agency. Regular mock drills are conducted to assess the readiness. Mutual Aid is involved in quarterly mock drills.
- Regular Safety Audits (Internal and External) are conducted to assess the compliance level and the recommendations of audit are reported to the Board every quarter.
- Off-the-job safety is also practiced for the welfare of the employees and their families.



**13. Number of complaints on working conditions and health and safety made by employees and workers**

Category	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions	0	0	Nil	0	0	NIL
Health and safety	0	0	Nil	0	0	NIL

**14. Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health and safety practices and working conditions.**

All BPCL locations are complying statutory requirements of Petroleum & Explosive Storage Organization (PESO), Directorate of Industrial Safety and Health, Pollution Control Board, PNGRB Guidelines, BIS, API standards and other governing rules. BPCL has a well-defined and documented Standard Operating Procedures (SOP's), Operation manuals and certified ERDMP document (in line with PNGRB Guidelines) at all locations.

All safety-related incidents regardless of their severity to the employees, contractor's employees, visitors, and public shall get reported through BPCL online Incident Reporting System promptly and all are duly investigated by expert team members nominated at various levels based on the criteria defined as Major, Minor or Serious. All such incidents are investigated in accordance with the applicable statutory regulations and guidelines for identification of potential gaps and compliance to the recommendations for systemic improvement with the objective of learning and to avoid recurrence of the same accidents. Corrective or preventative actions are suggested/recommended for elimination of the causes of potential incidents and BPCL ensures that the suggested actions are

appropriate to the magnitude of problems and commensurate with the risks encountered.

BPCL also ensures that the learnings are disseminated to all associated stakeholders to address all safety-related incident concerns and implement corrective and preventive actions which are being tracked and reviewed periodically for compliance in time-based manner. Effectiveness of corrective actions deployment being checked during safety audits. Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through elimination of manual job by use of technology/digitization, safety capacity building workshops, monitoring, and supervision, etc.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?**

<b>Employees</b>	Yes. The Company has internal schemes covering both accidental and non-accidental deaths. The compensation payable is determined as per the provisions of the scheme.
<b>Workers</b>	Yes. The Company has internal schemes for permanent workmen covering both accidental and non-accidental deaths. The compensation payable is determined as per the provisions of the scheme. Indirect workmen are either covered under ESIC or Employees Compensation Act, as applicable to them.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners**

The contractor is responsible for timely payment of wages to all contract labour. It's an established practice that before processing the Contractor's monthly bills, the contractor needs to submit the Wage register copy, PF/ESI challans for the concerned month as proof of payment of wages and remittances of the PF/ESI dues for its contract labours.

Further, to ensure timely and accurate payment of wages, the wage disbursement is done through

electronic means/NEFT transfer directly into the bank accounts of the contract labour. The terms of the contract/agreement with the contractor also includes specific clauses that requires the contractor to ensure payment of wages through electronic means/ NEFT transfer to ensure 100% compliance of the same. The disbursement of wages is authenticated/ checked and verified by the authorised representative of the principal employer.

**3. Provide the number of employees/workers having suffered high consequence work-related injury/ ill-health/fatalities, who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

Category	Total number of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2022-23	2021-22	2022-23	2021-22
Employees	Nil	Nil	NA	NA
Workers	Nil	Nil	NA	NA

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?**

Yes. BPCL cares for its retired employees. The existing portal for ex-staff was comprehensively revamped and made more user friendly with a host of new features like self-update of contact details etc. and also made available on the mobile application.

**5. Details on assessment of value chain partners: % of value chain partners (by value of business done with such partners) that were assessed**

	% of value chain partners (by value of business done with such partners) that were assessed
Health & Safety Practices 100% (Dealers, distributors & transporters)	100 %
Working Conditions 100% (Dealers, distributors & transporters)	100 %

**6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Value Chain Partner	Health and Safety Concerns	Major Efforts Undertaken
Contractors Executing various Project Works at Project locations.	Life risks due to: 1) Fall from height during work execution. 2) Fall and trapped inside Excavated Pit and buried due to soil collapse 3) Trapped inside confined space & life risk due to suffocation, Fire situation 4) Fire accident due to working in Hazardous area (Brown Field locations) 5) Material handling and accident due to failure of lifting equipment, uncondusive site condition	<ul style="list-style-type: none"> <li>Each contractor and its workmen have undergone mandatory induction program before commencement of work where all Safety Rules, Regulations, SOPs, CSMS objectives, Project HSSE Mgt. and Assurance Plan were emphasized.</li> <li>Use of PPEs, complying to 12 Lifesaving rules, hazards associated with the construction works and its mitigation plan, Accident scenario, its reporting and rescue plan, etc.</li> <li>HIRA/Hazop Study carried out before commencement of work at the project site</li> <li>Contractor has been asked to place HSSE supervisor before execution of job</li> <li>Regular Safety awareness enhancement activities like Toolbox Talk (2034 nos), Safety Talk (555 nos), Safety Committee Meeting (345 nos) involving contractors' representative, walk around by both senior as well as Site Project Mgt. team (551 nos) has been organised to always ensure safety and any violations are dealt strongly through CAPA.</li> </ul>

Value Chain Partner	Health and Safety Concerns	Major Efforts Undertaken
		<ul style="list-style-type: none"> <li>Competency Building &amp; Safety Awareness Development Program organised for contractor workmen at regional, HQ as well as site level on Construction Safety, First-Aid Training, Standard Operation Procedures (SOPs) etc. covering 1,302 participants and 4629 Training Manhour. During the year 2022-23, 8902935 man-days worked at project site without LTA</li> <li>Contractors and their workmen are being encouraged to report any Near-miss and LSR violations. During the year, 437 NMIs and 362 LSR violations have been reported from all 58 project locations</li> <li>68 nos. Health Check Up Camps were organised where 1,020 contract workmen availed the benefit across project site</li> </ul>
Mobile Cascade crew/ CNG stations	CNG leakage during filling LCV cascade at Mother Station	<ul style="list-style-type: none"> <li>Visual inspection of SS tubing and testing of threaded joints with soap solution is Included in the Maintenance check list</li> <li>Issued Advisory Note for safe movement of CNG cascades through LCV/HCV</li> <li>Conducted 22 nos. of safety campaigns on handling emergency situations involving 7,500 customers including drivers, dealers, compressor operators, DSMs, supervisors and helpers at various CNG stations</li> </ul>
TT Crew	Road Transport of hazardous/ flammable fuels	<ul style="list-style-type: none"> <li>Defensive driving training (DDT) imparted to 10,571 numbers TT Crew.</li> <li>Simulator based DDT imparted to 639 numbers of TT crew.</li> <li>Health Checkup camps were organized. Besides, 772 numbers of Free spectacles distributed to needy TT crew.</li> </ul>
Retail Network/Dealers/ Distributors	Fire accidents during product transfer	Mock drills on handling various emergency scenarios were conducted at various ROs as per ERDMP to enhance confidence and capabilities of working staff
LPG delivery chain/ Customers	Safe delivery and usage of LPG cylinders	<ul style="list-style-type: none"> <li>Safety clinics conducted - 48,073</li> <li>Training to Distributor Show room staff - 2,239</li> <li>Delivery Staff of Distributors for PDC checks - 2,178</li> <li>SOP training to Direct Customers - 4,570</li> </ul>

## PRINCIPLE 4

**Businesses should respect the interests of and be responsive to all its stakeholders**

### Essential Indicators

#### 1. Describe the processes for identifying key stakeholder groups of the entity.

Bharat Petroleum Corporation Limited's (BPCL) corporate philosophy on Corporate Governance has been to ensure protection of stakeholders' interest through transparency, full disclosures, empowerment of employees, collective decision making and social initiatives.

BPCL defines its key stakeholders as those who are significantly impacted by the company's operations, or those who can significantly impact the company's operations and activities. BPCL engages with all the stakeholders periodically to understand their expectations related to environment, social and governance aspects of its operations. The Company works together with its stakeholders to address these complex sustainability issues in a time bound manner and communicates with them through various channels. This creates a transparent and

effective communication with the stakeholders which strengthens trust and long-lasting relationships with them. Regular engagement with these stakeholders helps the Company in understanding their expectations, review the same internally and imbibe these in developing strategies, plans & business activities.

While stakeholder engagement is a part of day-to-day routine, BPCL has undertaken a formal survey to engage and obtain stakeholder feedback this year. BPCL has developed mechanisms to map both its internal and external stakeholders as part of the sustainability reporting process based on their influence and impact on the Company's sustainability performance.

**The internal stakeholders primarily include:** employees, investors, and shareholders

**While the external stakeholders are listed as follows:**

- Government and regulatory authorities
- Industry associations
- Customers
- Competitors
- Community and NGOs
- Dealers and distributors
- Suppliers & Contractors
- Media
- Industry Trade Association

#### 2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Government and Regulators	No	Official Meetings/MoU Reviews, Monthly/periodic project updates Electronic Communications, Public Disclosures, Conclaves/ Seminars/events etc	Memorandum of Understanding with Regulators  Periodic Meetings with Regulators	- To understand expectations/targets - To participate in government schemes - For undertaking community developments projects - Meetings for new policy developments and Ministry Directives
Industry and Trade Associations	No	Emails, Meetings Conferences, events, Seminars, Virtual Platforms	Periodic and need base Meetings	- Industry concerns related to HSE, inter-company product transfer, etc. Collaboration for commercialization of Technologies/Products or Joint Research etc. - Complaints and grievance redressal.

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Suppliers and Contractors	Yes (MSME/SC/ST vendors)	Contractors Vendor meets, Inspection visits to facility, emails and phone calls, Tenders	As per Requirement	<ul style="list-style-type: none"> <li>- Procurement of Material/Equipment/ Services</li> <li>- E-Tendering, Training Sessions information on HSSE policy, Advisory Note on supply chain, contract labour safety, Vendor Awareness programs, etc.</li> </ul>
Shareholders & Investors	No	Public disclosures on Financial performance, Annual General Meeting, Press briefing & social media	AGM, Quarterly reports, Quarterly investor meets, Press Releases	<ul style="list-style-type: none"> <li>- Growth and profitability, Sustainable Development practices, improvements in operations and adoption of new technologies for governance ethics</li> </ul>
Customers	No	Customer Meeting Customer Satisfaction Survey, telephonic feedback, Online communication survey	Regular	<ul style="list-style-type: none"> <li>- Process innovations, Adoption of green technologies Quality products and services, grievances redressal and feedback.</li> <li>- Competitive pricing, Quality and quantity of Product, Quality of service</li> </ul>
Employees	Yes (Women/SC/ST)	Career progression, Occupational Health and Safety requirements	Personal interactions Performance appraisal	<ul style="list-style-type: none"> <li>- Safe and healthy work environment encourage a culture of continuous learning, opportunities for career development and professional growth, Prompt grievance redressal</li> </ul>
Communities and NGOs	Yes	Face to face meetings through implementing partners to execute CSR projects/ programs or through district administration, etc.	Periodic	<ul style="list-style-type: none"> <li>- CSR programs implemented to foster community development, Skills training to improve livelihood opportunities, exit mechanism to ensure project sustainability</li> </ul>

## Leadership Indicators

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Bharat Petroleum Corporation Limited (BPCL) is committed to sustainability and responsible business practices. It has established processes for consultation between stakeholders and the board on Environmental, Social, and Governance (ESG) topics. The company regularly conducts surveys, focus group discussions, and stakeholder engagement meetings

to gather feedback on its sustainability initiatives.

BPCL has constituted a Board-level Sustainable Development Committee (SDC). The Committee, comprising of two whole-time Directors and four Independent Directors where independent director is the committee head and is responsible for providing oversight on strategy and monitoring the implementation of strategic sustainability initiatives. The Sustainable Development Committee reviews sustainability initiatives twice a year and evaluates materiality topics, stakeholder engagement, Environmental, Social, and Governance (ESG) parameters driven by the Corporate HSSE department.

The board receives regular updates on the company's sustainability performance and progress towards its ESG targets through SDC. The committee ensures that the feedback from stakeholders is considered in the decision-making process.

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. Stakeholder consultation is key to identification of areas of improvement in corporate environmental and social efforts. For example:

- While undertaking CSR activities or for environment conservation projects outside the boundary of BPCL, stakeholder (community, regulatory bodies, etc) consultation and feedback is taken.
- BPCL continuously undertakes measures to improve its products, e.g. shifting from BS-IV to BS-VI grade fuels, improving fuel/lubricant efficiency, customised fuels for colder regions, blending of Ethanol in MS, shifting towards renewable energy/biofuels, Energy Transition, implementation of EV charging stations, road map to Net Zero in consultation with government, customers, etc.

**3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.**

BPCL interacts with communities through its CSR department and project implementation partners. The various issues identified during these interactions are prioritised and put up for evaluation by the Management. Initiatives have been undertaken for the empowerment, upliftment and overall development of communities and society at large as an outcome of the interactions. BPCL has identified disadvantaged, vulnerable, and marginalized stakeholders and then activities/programs/initiatives were undertaken for the welfare of these stakeholders to bring about holistic and sustainable development. The Corporation

undertakes CSR projects/activities for the welfare of SC, ST, OBC and other weaker sections. In addition, initiatives have also been undertaken for the welfare of communities in Aspirational Districts identified by NITI Aayog.

The CSR Vision of the Company is "Be a Model Corporate Entity with Social Responsibility committed to Energizing Lives through Sustainable Development" and we look forward to establishing long-term relations with various communities. At BPCL, we believe that our finest achievements aren't those found in our balance sheets but those, undertaken in small towns, villages thus benefitting the marginalized communities at large. BPCL takes up CSR projects largely in the 5 core thrust areas of:

- Education
- Environmental Sustainability
- Skill Development
- Health & Sanitation and
- Community (Rural and Slum) Development.

The details of CSR activities undertaken by BPCL are provided in the CSR Section of the Annual report.

## **PRINCIPLE 5**

### **Businesses should respect and promote Human Rights Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity.**

BPCL conducts human rights training to employees and contract staff at locational level regularly. BPCL being a responsible organization ensures that all the employees of the Corporation are aware and adhere to all the national and international Human Rights standards. The Company's General Conditions of Contract (GCC) establishes the conditions for the abolition of child and forced labour, gender equality/No discrimination based on caste or creed, disability, citizenship, origin and compliance with all applicable statutory rules. Additionally, BPCL also ensures that bidders sign an agreement meeting the above requirements during the tendering stage.

## 2. Details of minimum wages paid to employees and workers:

Category	Total (A)	FY 2022-23				Total (D)	FY 2021-22			
		Equal to minimum wage		More than minimum wage			Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>EMPLOYEES</b>										
<b>Management Staff</b>										
Male	5,105	0	0	5,105	100%	4,612	0	0	4,612	100%
Female	478	0	0	478	100%	482	0	0	482	100%
<b>Non-Management Staff</b>										
Male	2,969	0	0	2,969	100%	3,326	0	0	3,326	100%
Female	161	0	0	161	100%	174	0	0	174	100%

The contractor is responsible for timely payment of wages to all contract labour. It's an established practice that before processing the Contractor's monthly bills, the contractor needs to submit the Wage register copy, PF/ESI challans for the concerned month as proof of payment of wages and remittances of the PF/ESI dues for its contract labours. It is ensured that workers are paid equal to or more than minimum wages as per guidelines issued by GOI from time to time.

## 3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD) (Whole Time)	4	47,59,010	-	-
KMP (other than BoD)	-	-	1	40,99,446
Employees other than BOD & KMP*	5,101	21,46,059	477	22,06,389
Non-Management	2,969	10,37,085	161	28,46,091

**Note 1:** For computing the compensation, we have considered only regular heads of compensation (one-time payments and perquisites are excluded). The major components are – Basic Pay, Stagnation Increments, Dearness Allowance, HRA, Cafeteria Allowances.

**Note 2:** The Companies Act, 2013 contains a provision relating to calculation of median salaries of employees. However, the requirement is exempt for Government Companies. In view thereof, the median salaries of employees and permanent workers has not been computed.

## 4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, BPCL believes in equal opportunity for its employees and ensures that there is no

discrimination based on caste, tribe, religion, or region in providing various welfare facilities (including but not limited to) employees' health, efficiency, financial well-being, social status, satisfaction, employment, growth, remuneration, or development.

BPCL, being a responsible organization, complies by all the national and international Human Rights standards. Our philosophy of an energised workplace has resulted in best-in-class HR practices, which incorporate state-of-the-art facilities for rightful working and joyful living infusing high energy. All employees are treated with dignity and BPCL has developed a strong and mutually beneficial association with its workforce. "Care for People" is one of our core values and a central theme of our vision.



Employee Satisfaction Enhancement (ESE) department is a unique and innovative initiative taken by the Company in our endeavour to make BPCL 'A Great Place to Work'. ESE also strives to protect human rights of all employees/stakeholders and resolve cases of violation of human rights. ESE's primary focus area is to reach out to maximum number of employees in a proactive manner, to listen to them, to understand their issues and concerns and aim to resolve them. All issues/grievances brought to the notice of ESE are dealt with utmost confidentiality.

As a law-abiding corporate citizen, we ensure that the contractors fully comply with their obligations under various statutes including Minimum Wages Act, Payment of Wages Act, Employee Provident Funds Act, Employee State Insurance Act, Contract Labour (Regulation & Abolition) Act etc. as applicable. Provisions of welfare amenities including clean drinking water, clean toilet facilities, rest rooms etc. are extended to all contract labour working in the premises of BPCL. Annual/Half-Yearly Onsite Health Check-up Camps are conducted for all contract labourers. They are also provided training in first-aid on a continuous basis. Additionally, several awareness programs such as Health Talks, Swachhta Pakhwada etc. are conducted on a regular basis to educate the contract labour on various social as well as personal development aspects.

In addition, all our vendor contracts include explicitly stated terms and conditions (under General Conditions of Contract) for protection of human rights. Furthermore, the Company has a public grievance system/grievance redressal system for the general public.

## 5. Describe the internal mechanisms in place to redress grievances related to human rights issues?

BPCL doesn't tolerate unlawful discrimination or harassment of its employees, or any value chain partners. Human rights reviews and impact assessments are carried out throughout the value chain. BPCL has a structured Grievance Redressal Procedure in place to record and resolve human rights grievances. All issues/grievances brought to the notice of ESE are dealt with utmost confidentiality.

ESE aims for:

- Redressal of Genuine Grievances of all Employees
- Give Feedback for improvement in systems, policy and procedure based on interactions with employees.

If an employee has a grievance, he/she

- ❖ can approach the Line Manager/Embedded HR or directly approach ESE
- ❖ one can approach ESE either face to face/ telephonically/via a Letter OR email.

Unresolved issues are escalated for resolution with concerned SBU/Entity Head.

The employee is informed/counselled prior to closing the case.

The entire process flow and FAQs on approaching ESE is published on Intranet of the Company for information of all employees.

## 6. Number of complaints on the following made by employees and workers:

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	0	1 case closed during the year	2	0	
Discrimination at workplace	Nil					
Child Labour						
Forced/Involuntary Labour						
Wages						



Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Other issues	10	1	Grievances are recorded through Igloo platform over the Company's intranet	25	0	-

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases**

In compliance to the requirement of 'Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013' BPCL has a mechanism in place to constitute an Internal Complaints Committee in each Region/Refinery. The Regional/Refinery Complaints Committee is governed by a Central Internal Complaints Committee. The identity of the complainant, respondent, witnesses, statements and other evidence obtained in the course of inquiry process, recommendations of the committees, action taken by the employer is considered as confidential, and not published or made known to public or media. Any person contravening the confidentiality clauses is subject to disciplinary action as prescribed in the act.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes.

**9. Assessments for the year:**

	% of offices that were assessed (by entity or statutory authorities or third parties)
<b>Child labour</b>	100%
<b>Forced/involuntary labour</b>	
<b>Sexual harassment</b>	
<b>Discrimination at workplace</b>	
<b>Wages</b>	
<b>Others – please specify (Compliance of different statutory provisions as per CLRA)</b>	

**10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.**

Bharat Petroleum has a well-defined Grievance Redressal Procedure for employees. Any employee can raise the grievance and the same is resolved within the prescribed timelines. An Internal Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, is already in place at all Units/Regional Offices/Head Offices.

Besides, BPCL has Employee Satisfaction Enhancement team, which is in continuous employee connect through various means, including an online mode and proactively interact with employees to understand their issues and grievances. ESE chart out plans for enhancing employee satisfaction through employee wellness, employee connect and prompt grievance redressal.

**Leadership Indicators**

**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

The Public Grievance Redressal framework in BPCL spans across business units and is a well-established online mechanism for receipt, escalation, and timely and effective closure of all public complaints. Complaints are continuously monitored through Centralized Public Grievance Redress and Monitoring System (CPGRAMS), which is an online web-enabled system (<https://www.pgportal.gov.in/>), developed by National Informatics Centre (NIC) and Department of Administrative Reforms and Public Grievances (DARPG).

No business process changes were made during the year 2022-23.

**2. Details of the scope and coverage of any Human rights due diligence conducted.**

All locations maintain 100% compliance of statutory provisions. The due diligence for the same is also regulated through the periodic internal inspections.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes

**4. Details on assessment of value chain partners:**

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Nil
Forced labour/involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others, please specify	

**5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.**

Not Applicable

**PRINCIPLE 6**

**Business should respect and make efforts to Protect and Restore the Environment**

**Essential Indicators**

**1. Details of total energy consumption (in Tera joules) and energy intensity in the following format:**

Parameter	FY 2022-23	FY 2021-22
Total purchased electricity consumption (A)	3,586	3,147.4
Total fuel consumption in process and captive power production (B)	1,73,956	1,83,562.3
Energy consumption through other sources (Renewables) (C)	124	114.66
Total energy consumption (A+B+C)	1,77,667	1,86,824
Gross Revenue from Operations in CR	5,33,467.55	4,32,422.48
Energy intensity per rupee of Gross Revenue from Operations (Total energy consumption/turnover in rupees) (TJ/₹ Cr)	0.33	0.43

No independent assessment/evaluation/assurance has been carried out by an external agency.

**2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Yes, BPCL Refineries continue to be in the list of Designated Consumers (DC) under PAT-VI cycle. Under PAT-VI, energy intensity targets (in the form of MBN) have been assigned. MR/BR and KR have prepared time-bound action plan for achieving PAT VI target by the assessment year FY 2022-23. The MBN number will be finalised after carrying out mandatory Monitoring & Verification (M&V) Audit by July 31, 2023. The final review of benefits and preparation of documents for return submission is in progress.

**3. Provide details of the following disclosures related to water, in the following format:**

Parameter	FY 2022-23		FY 2021-22	
<b>Water withdrawal by source (in '000 kilolitres)</b>				
	<b>Refineries</b>	<b>Other BUs</b>	<b>Refineries</b>	<b>Other BUs</b>
(i) Surface water	28,117.9	22.22	26,320.119	34.96
(ii) Ground Water	0.0	1,888.14	0	985.59
(iii) Third Party Water (Municipal water)	3,741.8	666.81	3,131.26	566.05
(iv) Third Party Water (Tanker water)	0.0	309.62	0	224.06
(v) Third Party Water (AAI)	0.0	309.34	0	26.08
(iv) Seawater/Desalinated Water	28,329.6	0.43	24,936.6	1.29
(v) Additional source of fresh water (like RCF)	2,227.8	0.00	2,118.2	0
(vi) RWH: Quantity of water harvested in KL	583.7	23.56	330.9	53.58
<b>Total volume of water withdrawal</b>	<b>63,000.7</b>	<b>3,220.1</b>	<b>56,837.1</b>	<b>1,891.6</b>
<b>Water discharge</b>	<b>29,302.7</b>	<b>85.2</b>	<b>26,979.4</b>	<b>36.8</b>
<b>Total volume of water consumption</b>	<b>33,698.1</b>	<b>3,134.9</b>	<b>29,857.7</b>	<b>1,854.8</b>
<b>Gross Revenue from Operations in (CR)</b>	5,33,467.55		4,32,422.48	
<b>Water intensity per rupee of rupee of Gross Revenue (Water consumed/turnover) (kilolitres/₹ Cr turnover)</b>	<b>69.04</b>		<b>73.33</b>	

*No independent assessment/evaluation/assurance has been carried out by an external agency.*

**4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation**

In BPCL MR, treated water from Effluent Treatment

Plant (ETP) is being 100% recycled as raw cooling water make-up. Besides treated water from Sewage treatment plant is also being used as raw cooling water make-up.

BR has implemented “Zero Liquid Discharge” schemes, wherein all effluents are treated and there is NIL discharge of effluent from Refinery boundary. BR has latest technology membrane-based Effluent Treatment Plant (ETP) of 9 MLD capacity in-place for treatment of effluent generated from different process units as per set norms. BR has processed 26.7 lacs cubic meter of effluent through its ETP in the year 2022-23.

In Kochi Refinery, the treated effluent after meeting MINAS standards is 100(%) recycled back to process requirements through Reverse Osmosis Demineralization plant (RODM). Sewage Treatment Plants (STP) are operated to treat domestic sanitary wastewater and the treated water is recycled back inside Refinery premises.

**5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Unit	Mumbai Refinery	Kochi Refinery	Bina Refinery
NOx	MT	1,492	2,655	5,348
SOx	MT	2,699	4,102	2,508
Suspended Particulate Matter (SPM)	MT	140	624	390
Persistent Organic Pollutants (POP)	MT	NIL	NIL	NIL
Volatile Organic Compounds (VOC)	MT	NIL	NIL	NIL
Hazardous Air Pollutants (HAP)	MT	NIL	NIL	NIL

*No independent assessment/evaluation/assurance has been carried out by an external agency.*

*The details for the year 21-22 are given in Sustainability Report 21-22*

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million Metric tonnes of CO <sub>2</sub> equivalent	10.13	9.62
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million Metric tonnes of CO <sub>2</sub> equivalent	0.79	0.69
<b>Total Scope 1 and Scope 2 emissions</b>	Million Metric tonnes of CO <sub>2</sub> equivalent	10.92	10.31
<b>Gross Revenue from Operations</b>	In CR	533467.55	432422.48
<b>Total Scope 1 and Scope 2 emissions per rupee of Gross Revenue turnover</b>	MTCO <sub>2</sub> e/₹ Cr.	20.47	23.84

No independent assessment/evaluation/assurance was carried out by an external agency.

The Emissions are calculated as per IPCC factors which includes CH<sub>4</sub> and N<sub>2</sub>O

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

**MUMBAI**

Sr. No.	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel MT/Year	Power MWh/Year
1	Replacement of conventional AFC's (12 nos.) with EFRP blades in NHT CCR	0.30		751.2
2	LED in CDU4/CPP SRR (55+50=105 numbers)	0.10		8.0
3	Hot feed maximization in CCU & FCCU from CDU4 by commissioning Hot LR line to CCU	-	1667	
4	Fanless jet cooling Tower (ARMEC) for Admin building (2 nos. cooling towers each of 100 TR capacity) for power saving	0.07		35.2
5	APC implementation in GTU F-0001 for excess oxygen optimization	-	1333	
6	Scope of using temperature-based control in GT fin fan cooler	As part of TA		240
7	Steam trap management RMP SRU (Train D)	0.44	457	
8	Scope of improvement of Economizer performance in HRSG 3	As part of TA	400	
9	Replacement of existing RMP cooling tower (3 nos.) and CDU3 (32 nos.), NHGU (6 nos.), LOBS (22 nos.) with EFRP blades	0.75		3732.2
10	CDU3 cleaning of preheat exchangers and pigging of furnace tubes	As part of TA	7467	
11	NHGU reformer tube and catalyst replacement during TA	As part of TA	2429	
12	Descaling of exchanger and furnace tubes in HCU	As part of TA	4133	
13	Descaling of exchanger and furnace revamp in DHT	As part of TA	600	
14	Anti-foulant injection on RCO & Crude side	0.05	167	
15	Overhauling of GT-3	As part of TA	498	

Sr. No.	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel MT/ Year	Power MWh/ Year
16	Implementation of Electrical Heat Tracing (EHT) in CCU PH <sub>3</sub> area UCO headers	5.00	708	
17	Installation of flexible removable insulation jackets (FRIC) on steam valves as a part of RPIP initiative	0.26	952	
18	Stripping steam reduction in HCU C-203 & C-204	-	595	
19	Optimizing Gas/oil ratio in NHT-CCR	-	1,333	
20	LOBS hot well gases of the columns diverted to furnace F-204	-	33	
21	HCU 1 <sup>st</sup> stage reactor gas to oil ratio reduction leading to steam saving	-	476	
22	Flash Steam Recovery System in NHT-ISOM, MTBE & SWS-4 for MP steam saving in SWS-4	5.52	1,255	
23	Condensate recovery system in RMP SRU	2.37	141	
24	EHT in pending BBU process lines and BBU product pump house lines	1.00	577	
25	Stoppage of ARU Extract stripper bottom pump P206 A/B	-		180
26	APC in RFU after revamp PGTR	-	167	
27	Offloading CCR LPG absorber one pump P102 (Process Optimization)	-		1,708.3
28	Offloading CCR LPG export one pump P104 (Process Optimization)	-		264
29	Condensate recovery system in RMP HCU with PR-7/PT-5	2.37	283	
30	Debottleneck of FCCU and improving unit charge and catalyst circulation	-	4,833	
31	Diversion of cold gasoline ex CCU to GTU in order to stop flaring from GTU FSD	-	267	
32	Auto Cut in-cut out of GTU Sour water pumps 160-P-0011A/B on level of V-0010	-		48
33	ISOM F-505 one FD fan NNFD101B stopped for power saving	-		112
34	Replacement of Jetty Pump P1 with high efficiency low life cycle (LLC) pump	0.27		600
35	Replacement of existing DHDS (16 nos.), SWS-1 (2 nos.), SWS-2 (2 nos.), Old SRU (4 nos.), RMP ATU (10 nos.), SWS-4 (4 nos.), CCU (19 nos.), FCCU (16 nos.) and RFU (4 nos.) AFC fan blades with new-generation energy efficient E-Glass Epoxy Fibre Re-Enforced Plastic (EFRP) blades	0.59		3,528.5
36	Sending all 3 boilers SCAPH drain to BH Deaerator in place of DM Plant	-	131	
37	APC Implementation in CPP De-aerator Section	-	595	
	<b>Total</b>	<b>19.09</b>	<b>31,497</b>	<b>11,207.4</b>

**KOCHI**

Sr. No.	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel MT/Year	Power MWh/Year
1	Various APC initiatives implemented: a) All sections of MSBP complex (NHT/CCR/PENEX/Hot Oil) b) Aromatics Recovery Unit c) IREP Deaerators d) IREP SWSU	Nil	11,005	1,034
2	Installation of Welded Plate Type Heat Exchanger in Amine Regeneration train A & B unit in SRU-3	10.4	6,610	-
3	WGC HP steam Extraction maximization	1	4,074	-
4	Installation and Welded Plate Type Heat Exchanger in Sour water stripper-I in SRU-3	4.5	3,305	-
5	DHDT Heater efficiency improvement	18.5	3,200	-
6	Various initiatives taken in DCU : a. CDSP MOV purging steam optimization in DCU b. Stripper bottom reboiler baffle equalization hole closure in DCU c. DCU-Conversion of Heater Charge Pump DP type FT to UFM type d. HCGO stripping steam rationalization	0.34	4,066	331
7	SRU3 Cooling tower pump turbine drive changed to motor	0.77	-	6,594
8	Replacement of 6000 Nos. of conventional lights in plat area, 1600 Nos. tube lights and 500 Nos. conventional lights in control rooms and SRRs with energy efficient LEL lights	1.5	-	4,120
9	Debottlenecking of FG flow to CDU2 from CDU3 by replacing control valve with spool piece. Savings : 4 TPD of FG Flaring	0.01	1,450	-
10	Stoppage of LPG reflux pump in FCCU debutanizer - GP9 pump by interconnecting product and reflux pump discharge	Nil	-	519
11	Downsizing of 2 Kms 10" HP steam header by disconnecting the redundant portion from BOO to MCR and in ACTP area	0.03	1,300	-
12	Auto stop facility of air fin fans E125 in DCU unit, which has saved in time required for stop the equipment process requirement is not there.	Nil	-	2,130
13	Start/Stop facility for Y-P-25-C is given in control room, which has helped in stopping two parallel running pumps Y-P-25-A/B thereby savings differential 160 kW [Pump A/B : 250 kW and C pump power 90 kW]	0.05	-	1,648
14	Destaging of FCCU COB Boiler feedwater pump (FP-14A) from 6 stages to 4 stages	0.25	-	1,024
15	CDU3 both Heavy Naphtha Air fin fan cooler has been put off for increasing the preheat to MSBP.	Nil	-	1,358
16	One UCT-4 pump of 140 kWh was stopped after optimizing the cooling water requirement in old units	Nil	-	1,284
	<b>Total</b>	<b>37.35</b>	<b>35,010</b>	<b>20,042</b>



## BINA

Sr. No.	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel MT/Year	Power MWh/Year
1	Crude Pump (11PACF101A) impeller trimming for power saving in CDU unit	Nil		840
2	Optimization of steam in Pre-fractionator re-boiler in MSB unit	Nil	357	
3	Insulation end covers provision in Preheat Exchangers (5 nos.) for fuel saving in DCU Unit	Nil	25	
4	HCR fractionator overhead air fin-fan cooler 16-EA-FN-502F (37KW) VFD taken in line for power saving in HCU/DHT Unit	Nil		59
5	Injection Water A & B modification Job for power saving in HCU/DHT Unit saving 100 kW power	0.36		800
6	Steam optimization in Pre-reformer in HGU unit	Nil	714	
7	SWS-I Feed/Bottom Exchanger(28-EE-00-101 A) tube cleaning to boost heat transfer coefficient for steam saving in SRU unit	Nil	929	
8	Suspect condensate sub headers modification in SRU Train A and B for condensate recovery and steam saving in SRU unit	Nil	71	
9	Overhauling of HP steam/VR feed swing exchanger for steam leakage rectification into process in DCU unit	Nil	571	
10	Coke-drum–B Z & J valve steam recovery by trap installation for steam saving in DCU unit	Nil	29	
11	Energy Savings by Automated Stopping of Blowdown Fin Fan during coke drum cooling cycle in DCU unit	Nil		155
12	Variable fluid coupling installation in CFBC boiler-1 and boiler-3 Primary Air and Secondary Air fan for power saving in CPP	4.09		2,800
13	Insulation removal from CW exchangers EE20EE00103/104 resulted into energy savings by reducing net gas compressor power by 5% in CCR unit	Nil		1,360
14	Replacement of conventional lamps with LED lamps for power saving in refinery	5.28		6,592
15	Reduction of LP steam consumption in HGU de-gassifier by increasing the DM water temperature from 98 C to 105 C	Nil	857	
16	FRP blades installation in place of conventional bladed in process fin fan coolers for power saving, 27 out of 206 nos AFCs job completed in refinery AFCs	0.27		614
	<b>Total</b>	<b>10</b>	<b>3,553</b>	<b>13,220</b>



**Many other initiatives taken to reduce GHG emissions during the year 22-23 are given below:**

1. Bina Refinery shall be using 90 ha forest land where 1 lakh trees are being planted which will reduce further carbon foot prints.
2. Mumbai Refinery, Pipelines, Retail and LPG locations have implemented 100% energy efficient lights (EEL). Kochi Refinery has also implemented EEL in plant area and shall cover the whole refinery.
3. Implementing several Renewable energy (solar power) projects to reduce emissions from power generation including solar power plant of 14 MW is under commissioning at Bina Refinery.
4. 4.3 MW of Solar plant installed in 35 Retail and 20 LPG locations.
5. The Retail Business Unit is encouraging its Dealer network to set up solar plants at the Retail Outlets. As an incentive, Retail has provided a subsidy up to ₹2 lakh to Dealers for installing solar plants which has helped in installing solar system at 2,209 ROs in FY 2022-23. Cumulatively, 4,763 ROs have been solarized, which generated about 26 GWh electric power in FY 2022-23.
6. Promoting use of low sulphur fuel for heaters and boilers and revamping of low efficiency furnaces for energy reduction programs.
7. Electrification of steam motors/turbines to reduce steam consumption and maintenance of steam trap maintenance program to reduce steam losses.
8. Advanced process control (APC) systems are being implemented in process units for optimizing energy consumption.
9. BPCL aggressively expanded its CNG fueling stations and expanded this facility with mechanical completion of 482 CNG Stations and commissioning of 234 CNG Stations during the year. With this, CNG Fueling infrastructure is now available at our 1599 ROs across the country.
10. BPCL has blended 143.1 Cr. Litre of Ethanol in MS FY 22-23 and achieved a blending Percentage of 10.59%. The addition of Biofuels helps in reduction of emission. Blended 7415 KL of Biodiesel and achieved blending Percentage of 0.028% in FY 2022-23.

BPCL also commenced E12 dispatches at 90 locations and E20 dispatches at 12 locations during FY 2022-23. (Note: E 12 and E 20 and Ethanol Blending Ratios in MS.)

**SATAT Scheme:** 322 LOIs have been issued with production capacity of 1,436 TPD as of March 2023. As on March 2023, 6 biogas and 2 CBG plants were commissioned by BPCL SATAT LOI holders.

**Status of CBG under SATAT as on March 31, 2023.**

SI No	Parameter	Units	Status till March 31, 2022	Status till March 31, 2023
1	LOIs issued	No. of plants	299	322
2	Exp. CBG production against LOI issued	TPD	1265	1436
3	CBG/Biogas Plants Commissioned	No. of plants	7	8
4	Start of CBG Sale from retail outlets (ROs)	Nos.	4	41
5	Total CBG Sales from BPCL RO	MT	90	2600

**8. Provide details related to waste management by the entity, in the following format:**

Category	Total Waste Generated (MT)		Waste Recycled/Reused/Recovered (MT)		Waste Disposed (MT)	
	2022-23	2021-22	2022-23	2021-22	2022-23	2021-22
Plastic Waste (A)	5,000	4,000	0	0	3,172	0
E-waste (B)	3.63	2.57	0	0	3.22	2.57
Bio-medical waste (C)	0	0.16	0	0	0	0.16

Category	Total Waste Generated (MT)		Waste Recycled/Reused/Recovered (MT)		Waste Disposed (MT)	
	2022-23	2021-22	2022-23	2021-22	2022-23	2021-22
Radioactive waste (D)	NA	NA	NA	NA	NA	NA
Oil Sludge/slop (E)	14,813.5	9,440.85	10,671	3,632.46	4,142.5	6,008.39
Spent Catalyst (F)	2,037.28	2,351.39	1,475.65	1,572	561.63	779.39
Paper Waste (G)	BPCL is following the policy of paperless office and using digital technology for paper movement					
Total (A + B + C + D + E + F + G)	21,854	15,794.97	12,146.65	5,204.46	7,879.35	6,790.51

**9. Brief description of waste management practices adopted by BPCL, along with strategy adopted to reduce usage of hazardous and toxic chemicals in products and processes, and the practices adopted to manage such wastes.**

- 1. Plastics (including packaging):** As BPCL is in the business of Lubes manufacturing, packaging and selling of lubricants under the brand name of “MAK” in Indian market, as a brand owner BPCL is required to establish a system for management of plastic waste generated for sales of our products under Extended Producers Responsibility (EPR) for plastic waste recycling, vide policy notified on February 16, 2022 for plastic packaging undertaken for lubricants as brand owner. In the year 2022-23, BPCL Lubes business unit has collected 3,172 MT waste plastic from market and reprocessed it through CPCB-approved party, which has used this processed plastic in making various plastic items used in day-to-day applications.
- 2. E-waste:** Electronic waste is disposed of by Refinery Warehouse through authorized recyclers as per the E-waste guidelines (Form-3). In FY 2022-23 a quantity of 3.22 tons of E waste disposed.
- 3. Hazardous waste**
  - a. Spent Catalyst:** As per CPCB guidelines, BPCL refineries have adopted a system for disposal of Solid Hazardous waste by recycling recoverable type of the spent catalyst through CPCB/SPCB-approved re-processors for recovery of metals. The rest spent solid hazardous waste is disposed of to a common treatment facility approved by SPCB.

Hazardous Waste Disposal sites or sites developed within refineries which are constructed with safety features like proper impermeable liners, leachate collection system, protection from rain etc. These sites are regularly monitored for ground water contamination.

- b. Slop Oil:** Oily sludge waste generated during handing over of equipment/tankages, turnarounds or routine operations etc. is collected from various locations in refinery and it is sent to weathering pit for recovery of oil. After recovery by chemical and mechanical methods, residual sludge from weathering pit is sent for Bioremediation. Slop oil generated from process units is reprocessed along with crude in crude distillation column. At marketing and pipeline locations slop oil is recycled after decanting in sump tank and pumping back to product system.
- c. Oily Sludge:** Oily sludge waste generated during handing over of equipment/tankages, turnarounds or routine operations etc. is collected from various locations, in refinery and it is sent to weathering pit for recovery of oil. After recovery of oil by chemical and mechanical methods, residual sludge from weathering pit is sent for Bioremediation which is a process that uses naturally occurring microorganisms to transform harmful substances to non-toxic compounds. As per Hazardous Waste Rules, 2016, oil content in sludge waste should be less than 0.5% before it can be disposed of.
- 4. Kitchen Waste:** In BPCL refineries, a biogas plant has been installed, where refinery

canteen kitchen waste is processed, and biogas is generated, which is utilized in kitchen. Residue after treatment is used as compost for gardening.

At Marketing locations, composting of organic waste is carried out by using mechanical or vermicompost methods. In the year 2022-23, approximately 350 tonnes of compost was generated which was used for gardening purposes at the locations.

**5. Biomedical Waste:** Bio-medical waste generation, treatment & disposal is guided by Bio-Medical Waste Management Rules, 2016. BMW generated is collected and primarily stored at designated place in the Occupational Health Centre (OHC) and then handed over to an outsourced agency approved by SPCB for treatment and disposal.

**6. Batteries:** Batteries are disposed-off through registered recycler through buy back policy.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details.**

Sr. No.	Location of operations/ Offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
1.	Mumbai Refinery	Refinery Operations	Half yearly compliance of the EC conditions is being sent to MoEF&CC.	NA
2.	Krishnapatnam Coastal Installation	Additional Tankage provision at Installation	CRZ and EC approvals were obtained. Letter no 80/APCZMA/CRZ/2018 CRZ(III) Obtained. EC order no. SEIAA/AP/NLR/IND/02/2018/505 obtained	NA
3.	Vizag Jetty	Laying new 20" pipeline (service HSD) at Vizag Jetty	Some portion of Pipeline - 1107.96 M in CRZ II and 33.46 in CRZ IVB for which CRZ application is submitted.	NA
4.	Rasayani Mumbai	New Lubricant plant under commissioning	CTE obtained dated 22.12.21	Nil
5.	Uran Terminal	Augmentation of Cryogenic project At Uran Terminal	1. Clearance from MPCB (Maharashtra Pollution Control Board) 2. Clearance from MCZMA (Maharashtra Coastal Zone Management Authority) 3. Clearance from MOEF&CC (Ministry of Environment Forest & Climate Change) 4. Approval from APCCF (Additional Principal Chief Conservator of Forest) Mangrove Cell, Maharashtra 5. Approval from Hon. Mumbai High Court	Nil

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in FY 2022.**

Name and brief details of project	EIA Notification Number	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Links
Extension of existing 20" pipeline from North Jetty Reclamation Pit (NJR P) to Cochin Oil Terminal (COT) inside Cochin Port		July 2022	Yes	No	Not Available
Polypropylene project at Kochi Refinery		March 2023	Yes	No (Proposal under submission)	Not Available

**12. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances.**

Sr. No.	Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	The Water (Prevention and Control of Pollution) Act, 1974	NA	NA	NA
2	The Air (Prevention and Control of Pollution) Act, 1981	An application has been filed by Mahul Gaon residents before the National Green Tribunal (NGT), agitating that M/s. Sea Lord Containers Ltd., M/s. Aegis, and other industrial activities of storage of chemicals and other industrial activities in Mahul Gaon area, resulting in foul/obnoxious smell of chemicals, adversely affecting the health of residents of Mahul and Ambapada villages.	Hon' Supreme Court of India judgement dated October 27, 2020 put an ad interim stay of the operation of the impugned judgement of NGT order dated August 13, 2020.	Nil

**Leadership Indicators**

**1. Provide break-up of the total energy consumed (in Terra Joules) from renewable and non-renewable sources, in the following format:**

Parameter	2022-23 in TJ	2021-22 in TJ
<b>From Renewable Sources</b>		
Total purchased electricity consumption (A)	124	114.66
Total fuel consumption in process and captive power production (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total Energy Consumption from renewable sources (A + B + C)	124	114.66
<b>From Non-Renewable Sources</b>		

Total purchased electricity consumption (D)	3,586	3,147.4
Total fuel consumption in process and captive power production (E)	1,73,956	1,83,562.3
Energy consumption through other sources (F)	Nil	Nil
Total Energy Consumed from non-renewable sources (D + E + F)	1,77,542	1,86,709.7

**2. Provide the following details related to water discharged:**

S. No.	Parameters	FY 22-23	FY21-22
	<b>Water discharge by destination and level of treatment (in 1000' kilolitres)</b>		
1.	To surface water	1,057.87	2,078.31
	No treatment	NIL	NIL
	With treatment	1,057.87	2,078.31
2	To groundwater	NIL	NIL
	No treatment	NIL	NIL
	With treatment	NIL	NIL
3	To seawater	28,330.03	24,937.89
	No treatment	NIL	NIL
	With treatment	28,330.03	24,937.89
4	Sent to third parties	NIL	NIL
	No treatment	NIL	NIL
	With treatment	NIL	NIL
5	Others	NIL	NIL
	No treatment	NIL	NIL
	With treatment	NIL	NIL
	<b>Total water discharged (in 1000' kiloliters)</b>	29,387.9	27,016.2

*No independent assessment/evaluation/assurance has been carried out by an external agency*

**3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres)**

BPCL has endeavoured to take various steps to minimise pressure on water bodies throughout the supply chain and mitigate any negative consequences of our operations. The water extraction for the BPCL operation causes no water stress in the water bodies from which it withdraws water.

BPCL carries out the detailed analysis of water before discharge however it doesn't map the breakup of the water discharged. It meets the discharge limits of water which is issued on the consent to operate and there was no non-compliance reported during the financial year.

**4. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	2022-23	2021-22
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	1000 of MTCO <sub>2</sub> e	1,087.88	851.43
<b>Gross Revenue from Operations</b>	In crore	5,33,467.55	4,32,422.48
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e/₹ crore	2.039	1.969

*No independent assessment/evaluation/assurance has been carried out by an external agency.*

**5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

There is no significant impact on neighbourhood ecology and biodiversity because of the refineries operations as BPCL has suitably designed ETP and taken all other necessary measures to remain within permissible limits of treated effluent quality as per Minimum National Standards (MINAS).

To prevent any impact in Coastal Regulation Zone (CRZ) areas, the following are ensured:

- There is no water discharge from refinery in creek area.
- Sea discharge of treated water and storm water is done in compliance with the CRZ conditions.
- Pipelines corrosion control, painting and Operation & Maintenance practices are ensured.
- Further, in case of remote likelihood of any leak, suitable mitigation measures (spill response - containment and recovery) are in place.

**6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format.**

Sr. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Setting up EV Charging Stations	To promote the faster adoption of EVs in Indian market, BPCL is developing a fast-charging ecosystem. BPCL has already set up over 700 EV Charging stations. A network of fast charging stations across country would address the discovery, range and time anxiety of EV customers and thus would lead to adoption of EVs by customers.	The initiative would lead to reduction of tailpipe emissions.
2	Processing of Municipal Solid/Liquid Waste (MSW/ MLW)	As a part of Industry-Academia collaboration, BPCL and DBT-ICT Centre for Energy Bioscience, are collaborating to demonstrate the Novel Rapid Anaerobic Digestion Technology, developed by DBT-ICT (Mumbai), for cost effective and efficient production of biogas and bio-crude oil from MSW and MLW, respectively. This hybrid technology is unique in nature and provide flexibility to manage both liquid and solid municipal waste simultaneously as well as independently. To demonstrate the said technology, MLW pilot plant (2 lakh Litre/day) is installed and under commissioning at BPCL Chembur Colony, Mumbai. Likewise, it is targeted to process 1 Tonnes/day MSW.	This will help in circular economy and reduce MSW in Mumbai.

Sr. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	High performance domestic LPG cooking stove	<ul style="list-style-type: none"> <li>• <b>Bharat Hi-Star Stove:</b> A domestic LPG cooking stove with improved thermal efficiency of 74% plus (BEE Star 2 rating) has been developed, which is highest among all available burners in the market in India and Internationally. The newly developed high performance LPG cooking stove has unique features of Burner Top, Mixing Tube, Pan Support, Cover Plate, etc.</li> <li>• To ensure accurate, reliable, and consistent results, BPCL (CRDC) has established an automated state-of-the art test setup as per BIS protocol for evaluation of thermal efficiency of cook-stove.</li> <li>• Design of experiments (DOE) based Computational Fluid Dynamics (CFD) Analysis of LPG Domestic Cooking Stove Gas with carried out. Multiple prototypes of various components were fabricated based on extensive CFD simulation studies. Based on experimental validation and analysis, final design was firmed up.</li> <li>• Test results indicated 74% plus thermal efficiency of the optimized domestic cook-stove, which is 5-6% higher than the presently available cook-stoves in the market.</li> </ul>	<ul style="list-style-type: none"> <li>• A domestic LPG cooking stove with improved thermal efficiency developed by BPCL is highest among all available burners in the market in India and International.</li> <li>• The newly designed LPG cooking stove is 5-6% more efficient as compared to the ones currently available in the market.</li> <li>• The developed cooking stove is estimated to save 1 cylinder per family of 5 members per year.</li> <li>• Combustion of 1 kg of LPG produces 3 kg of CO<sub>2</sub> emissions. So savings of estimated consumption of 1.0 Million MT per year of LPG will results in savings of 3.0 Million MT CO<sub>2</sub> GHG emissions per year.</li> </ul>
4.	Efficient Vapor Recovery System for Retail Outlets	<ul style="list-style-type: none"> <li>• BPCL CRDC has developed a technology for reducing the gasoline emission through experiments, modelling and simulation.</li> <li>• The technology is based on refrigeration cycle and operates at low temperature (non-cryogenic and cryogenic) to condense the hydrocarbon vapors inside a heat exchanger chamber and thereby reduce fuel loss and VOC emission.</li> <li>• Rigorous experimental and simulation study was employed for development of optimum process scheme and operating conditions. A hydrocarbon recovery efficiency of &gt; 85 wt % has been achieved.</li> <li>• Based on developed concept a system was designed for Retail Outlet and a technology demonstration unit has been installed with capacity of 500 litre per minute (LPM).</li> <li>• The performance of the unit has been established through continuous monitoring and testing by external MOEF certified labs.</li> </ul>	<ul style="list-style-type: none"> <li>• CO<sub>2</sub> emission reduction: ~8-10 tons per year (capacity of petrol sale of 300-350 KLPM)</li> <li>• VOCs reduction~2-2.5 tons per year</li> <li>• Reduction of harmful gases: <ul style="list-style-type: none"> <li>- Total hydrocarbons; 95-97 mol%</li> <li>- Benzene; 92-94 mol%</li> <li>- Toluene; 94-97 mol%</li> <li>- P-xylene; 95-97 mol% and</li> <li>- O-xylene; 96-97 mol%</li> </ul> </li> </ul>

Sr. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
5.	Bioenergy	<p>BPCL blended 143.1 crore Litre of MS in Ethanol FY 2022-23 and achieved a blending Percentage of 10.59%. The addition of Biofuels helps in reduction of emission. Blended 7415 KL of Biodiesel and achieved blending Percentage of 0.028% in FY 2022-23.</p> <p>BPCL is setting up a plant to produce 100 kilolitres per Day (KL/D) of 2<sup>nd</sup> Generation (2G) Bio-Ethanol and 100 Kilolitre's per Day (KL/D) of 1<sup>st</sup> Generation (1G) Bioethanol at Bausingha Village, Bhatli Tehsil, Bargarh District, Odisha.</p> <p>Both these plants are being designed for Zero Liquid Discharge (ZLD) facility. The plant is under advanced stages of construction with commissioning activities expected to start mid of next year. The 2G Ethanol Plant shall utilize around 480 tonnes of agricultural waste (Rice straw) as feedstock to produce 100 Kilo liters of Ethanol per day while 1G Ethanol Plant shall utilize around 230 tonnes of surplus Rice grain as feedstock to produce 100 Kilo liters of Ethanol per day. The plant shall also utilize around 300 tons per day of Rice straw as fuel in the Boiler, where fossil fuel shall not be used in the production process. Once operational, Bargarh Bio-refinery shall be one of its kind of bio-refinery in India with both 2G and 1G Ethanol production.</p>	<p>The plant shall produce fuel grade Ethanol for blending in Petrol (MS) as per Government of India's Biofuel policy on (EBP) and achieving 20% blending by year 2025.</p> <p>The expected total emission reduction from Bargarh Bio-refinery (at full design capacity) shall be around 1.1 lakh tonnes CO<sub>2</sub> eq.</p>

**7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

BPCL has a well-structured Emergency Response Disaster Management Plan (ERDMP) in accordance with PNGRB (Petroleum and Natural Gas Regulatory Board) ERDMP Regulation 2010 (amended in Sep'20) and certified by PNGRB accredited 3<sup>rd</sup> Party which encompasses Preparedness, Mitigation, Planning and Restoration (PMPR). The ERDMPs are approved by Board of Directors in line with PNGRB Regulations. BPCL Board has nominated its directors to ensure the compliance of PNGRB ERDMP Regulations.

- ERDMPs are also available for Road Transportation, Retail Outlet Network and City Gas Distribution besides refinery, pipelines and marketing operating locations.
- For preparation of ERDMP, the pre-emergency planning comprising of hazard identification, risk

assessment & analysis, and consequence analysis are carried out.

- Mutual aid agreements are in place with neighbouring industries in line with PNGRB Regulations.
- Three tier mock drills are regularly conducted and reviewed to ensure emergency preparedness at all locations. The learnings and recommendations are leveraged to further strengthen response mechanism.
- BPCL has fixed as well as mobile firefighting equipment and system at locations backed by dedicated firefighting crew to take care of emergencies/eventualities.
- Additionally, the Company also put in place Pandemic Emergency Response Plan (PERP) at various locations for effectively dealing with the crisis and ensuring smooth operations.



**8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

S. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Solarization of Retail Outlets	<p>Grid electricity and Diesel Gensets are used for operations of the Retail Outlets. Grid electricity generate Scope 2 emissions whereas Diesel Gensets generate Scope 1 emissions at the ROs.</p> <p>To reduce power requirement and the impact of emissions on the environment, Retail BU is encouraging its Dealer network to set up Solar plants at the Retail Outlets. As an incentive, Retail BU is providing a subsidy upto ₹ 2 lakh to Dealers for installing solar plant.</p>	<p>The initiative helped to install solar system at 2209 ROs in FY 2022-23.</p> <p>Cumulatively, 4763 ROs have solar systems installed which generated about 26 GWh electric power in FY 2022-23.</p>
2.	Bottom Loading facility at MR	<p>Bottom loading facility is being used for dispatch of Benzene/Toluene besides Benzene/Toluene vapour recovery is operational at product dispatch units, and it has been extended for many other products like SBP/Hexane/ATF/MTL products.</p>	<p>To reduce vapor emission while handling Aromatics and solvents.</p>
3.	Promoting Pipeline Transportation	<p>BPCL is operating large Cross Country Pipelines network with total Pipelines lengths of approx. 3,537 km. Cumulative throughput of petroleum products in this financial year was 26.9 MMT against target of 26.4 MMT which is 102 % of the target. All Pipelines (Product and Crude) achieved highest ever cumulative throughput of 26.9 MMTPA which is 12.2% higher than achieved in FY 21-22</p>	<p>Pipelines reduced the stress on overworked rail and road infrastructure while reducing environmental consequences associated with rail and vehicle transportation. Presently, pipelines are the most sustainable mode of transportation and helps in reduction of approx. 75% of emissions as compared to rail transportation.</p>

S. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4.	EV Mobility:	BPC has done contract with Servo tech, Delta and BHEL for supply of 30 kW (qty. = 1000) and 60 kW (qty. = 350) Chargers to provide EV charging stations at ROs. Primary thrust is on highways to develop Highway Fast Charging Corridors. 80 corridors have already been launched covering more than 32,000 km distance on the highways. BPC has already set up over 700 EV Charging stations in the year 2022-23. A network of fast charging stations across country would address the discovery, range and time anxiety of EV customers and thus would lead to adoption of EVs by customers.	Retail has a target of setting up 2,400 EV Charging station in year FY 2023-24, developing 200 fast charging highway corridors. This will help in reduction of Scope 3 emissions and maintaining clean environment. The initiative would lead to reduction of tailpipe emissions.
5.	Battery Swapping stations (BSS):	Battery Swapping Stations are set up in alliances with the partners. Currently, BPC has partnered with RAC Energy, VoltUp and Bounce. In the alliance, the partner sets up the BSS at his cost. BPC negotiates the fee for revenue share on per swap basis with a fixed minimum amount. Presently Avg. km running of an Auto is about 80 Km in 4 batteries of 1.6 KW each.	<ul style="list-style-type: none"> <li>The initiative would lead in reduction of tail pipe emissions.</li> <li>The BSS are being set up in the cities, primarily catering to electric 3-wheelers.</li> <li>About 50 BSS are expected to be set up in year FY 2023-24 in Mumbai, Delhi, and Hyderabad.</li> </ul>

**9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

NIL

**PRINCIPLE 7**

**Business, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

**1. Trade/Industry Associations**

**a) Number of affiliations with trade and industry chambers/associations.**

BPCL is a member of several industrial and trade associations. Some of the major ones are listed below:

**b) List the top 10 trade and industry chambers/associations BPCL is a member of/affiliated to**

S. No.	Name of the trade and industry association/chamber	Reach of trade and industry association/ chamber (State/National)
i.	Centre for High Technology (CHT)	National
ii.	Oil Industry Development Board (OIDB)	National

S. No.	Name of the trade and industry association/chamber	Reach of trade and industry association/ chamber (State/National)
iii.	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
iv.	Federation of Indian Petroleum Industry (FIPI)	National
v.	National Research Development Corporation (NRDC)	National
vi.	Society of Indian Automobile Manufacturers (SIAM)	National
vii.	The Advertising Standards Council of India	National
viii.	Confederation of Indian Industries (CII)	State and National
ix.	Standing Conference of Public Enterprises (SCOPE)	National
x.	World LPG Forum	International
xi.	Petroleum and Explosives Safety Organization (PESO)	National

**2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities**

Name of Authority	Brief of the Case	Corrective Action Taken
No such action taken/underway		

**Leadership Indicators**

**1. Details of public policy positions advocated by the entity**

Sr. No.	Public Policy Advocated	Method resorted to for advocacy Whether information	Whether information available in public domain (Yes/No)	Frequency of review by Board (Annually/Half-Yearly/quarterly/other-please specify)	Web link, if Board
Nil					

**PRINCIPLE 8**

**Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

**1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Nil

**2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format.**

Sr. No.	Name of project for which R&R is ongoing	State	District	No. of project affiliated families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (in INR)
Nil						

**3. The mechanisms to receive and redress grievances of the community**

Being a socially responsible organization, BPCL has been undertaking CSR projects/programs covering various focus areas such as health, education, women empowerment, vocational skill development, hygiene and sanitation, etc. for the benefits of the target beneficiaries/communities. Though there have been no grievances from these communities towards their CSR projects, however, BPCL ensures regular monitoring, evaluation and impact assessment studies of its CSR projects to keep a close watch on any grievances and address them, if any. The

feedback and problems captured during the assessments is taken into consideration and necessary steps are undertaken to ensure that the problem (if any) gets rectified.

#### 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	2022-23	2021-22
Directly sourced from MSME/small producers	36.66% (pan-BPCL)	28.8% (pan-BPCL)
Sourced directly from district/within districts	Not Available	Not Available

#### Leadership Indicators

##### 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators on the previous page)\*

Details of negative social impact identified	Corrective action taken
Nil	

##### 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr.No	State Name	Aspirational District	Amount Spent (in INR)
1	Assam	Darrang	1,46,64,930
2	Bihar	Begusarai	34,89,833
3	Bihar	Purnia	44,72,325
4	Gujarat	Narmada	22,89,713
5	Haryana	Nuh/Mewat	54,46,700
6	Kerala	Wayanad	4,66,181
7	Maharashtra	Gadchiroli	1,20,82,508
8	Multiple States	Gaya, Hailakandi, Chamba, Chanduali, Korba, Bokaro	20,33,136
9	Odisha	Bolangir	56,00,000
10	Tamil Nadu	Ramanathapuram	89,42,040
11	Telangana	Kumuram Bheem	86,28,358
<b>Grand Total</b>			<b>6,81,15,724</b>

In addition to above mentioned Expenditure, ₹ 2.86 crore spent on projects undertaken partially at Aspirational Districts/other districts.

#### 3. Procurement Reference

##### a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

BPCL abides by the Public Procurement Policy for MSEs Order 2012 and its subsequent amendments. During 2022-23, BPCL's total procurement value of Goods and Services, excluding Works Contracts, where MSEs could have participated was ₹ 8,736.65 crore whereas the actual procurement value from MSEs was ₹ 3,203.02 crore, i.e., an achievement of 36.66%

which exceeds the target of 25%. All high value tenders of BPCL were through online open tender route. General Conditions of Contract (GCC) and General Purchase Conditions (GPC) of all tenders have purchase preference clauses for MSEs. As per existing Public Procurement Policy for MSEs, participating MSEs are exempted from payment of EMDs in any tender. Further, out of the target of 25%, 4% of the total tender quantity is reserved for SC/ST Entrepreneurs in MSE category and 3% is reserved for Women Entrepreneurs in MSE category. BPCL completes the Public Procurement Policy for MSEs, which further states that in the event of failure of such

MSEs, owned by SC/ST or woman entrepreneurs, such quantity shall be met from other MSEs. BPCL also offered Trades Receivable Discounting Scheme (TReDS) to its MSE Vendors.

The procurement from MSME for the FY 22-23 are given below:

GeM procurement: ₹ 2,318.22 crore

Total procurement = ₹ 8,736.65 crore

Procurement from MSE = ₹ 3,203.02 crore, 36.66%

Procurement from MSE SC/ST = ₹ 109.37 crore, 1.25%

Procurement from MSE Women = ₹ 104.84 crore, 1.20%

**b) From which marginalized/vulnerable groups do you procure?**

Micro & Small Enterprises (MSE), (MSMEs), MSE (SC/ST, Women), Start-ups

**c) What percentage of total procurement (by value) does it constitute?**

Directly sourced from MSME/small producers in FY 2022-23 - 36.66% which is equal to ₹ 3,203.02 crore

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

Sr. No.	Patent Title	Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge	Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved
1	A Domestic Cooking Stove for combustion of LPG Fuel with High Thermal Efficiency, Application No RU 2022117316, Russia dt. 27.06.2022, Grant No.2792617 dt. 22.03.2023	We have filed the patent in Russia, and this is the extension of an Indian Patent. We have plan to export the Bharat Hi-Star Stove in Russia. From Indian Patent, BPCL has earned INR 2 crore revenue generation	NA
2	Prediction of refining characteristics of oil - US Application # 14/005, 425 dated September 16, 2013/ Patent No. US9846,147 B2 dt.19.12.2017	INR 22 crore on account of usage of BPMARRK software for crude characterisation on real-time basis	NA
3	Prediction of Crude Oil Blend Compatibility and Blend Optimisation for Increasing Heavy Oil Processing, US Application No. 15/937, 396 Dt. 27.03.2018, Patent No. US 10,365,263 B1 dated 30.07.2019	INR 4.74 crore on account of Crude oil selection and CDU health monitoring during FY 2022-23	NA

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

NA

## 6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	Amount of money spent in CR	No. of persons benefitted from CSR projects (Approx.)	% of beneficiaries from vulnerable and marginalized groups (Approx.)
	Health & Sanitation	87.23	9,57,261	63%
	Education	19.1	33,293	88%
	Environmental Sustainability	1.13	15,744	100%
	Skill Development	1.76	1,684	100%
	Community Development and Others	19.45	52,748	72%

\*BPCL'S CSR projects are undertaken to improve the quality-of-life of community. The final number of persons benefitted shall be reported in our Sustainability report 22-23.

## PRINCIPLE 9

**Businesses should engage with and provide value to their consumers in a responsible manner**

### Essential Indicators

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

Customer satisfaction is a crucial pillar of BPCL's progress and success, with the goal of offering consistent service and high-quality products. Client happiness is not a destination for BPCL; it is a journey that ensures customer retention, convenience, and increasing satisfaction while making the contact process smooth at every touch point. BPCL rural marketplace initiative named as "Umang", is an initiative which provide a wide range of services round the clock to the rural population. BPCL launched an AI-enabled chatbot, named Urja, to provide its customers with a platform for seamless self-service experience and faster resolution of queries/issues.

URJA is the first such chatbot in the oil and gas industry in India and is currently supporting 13 languages. BPCL has implemented Customer Care Smart Line (1800-22 4344), a single window system to listen to queries, suggestions, feedback, and compliments related to any of our products and offerings. SmartLine is our all India contact centre for consumers across six marketing SBUs i.e., Retail (Petrol Pumps), LPG, Lubes, I&C, Aviation and Gas. Smart Line also functions as a 24x7 Emergency Helpline (Gas Leakage) to provide immediate assistance. This toll-free number is a direct connect between our customers and field teams through which customers can connect with BPCL anytime. The system is so configured that an SMS/Email confirmation is triggered at the time of registration and closure of a customer interaction.

#### No of interactions in FY 2022-23

Complaint	Feedback	Appreciation	Query	Reminder	Suggestion	Overall Result	Resolutions	Balance
4,55,565	173	488	8,26,434	87	919	12,83,666	12,82,726	940

99.92% interactions were resolved with an average closure time of one day. Balance complaints were addressed subsequently and closed satisfactorily.

#### 2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

<b>Environmental and social parameters relevant to the product</b>	Nil
<b>Safe and responsible usage</b>	Material safety data sheet (MSDS) published online and also informed time to time to all stakeholders for safe handling of material during transit/Use.

<b>Recycling and/or safe disposal</b>	100% Safe disposal of the product is either through EPR or as mentioned in MSDS/ISO standards
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### 3. Number of consumer complaints:

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
<b>Advertising</b>	NIL	NIL	NIL	NIL	NIL	NIL
<b>Delivery of essential services</b>	NIL	NIL	NIL	NIL	NIL	NIL
<b>Restrictive Trade Practices</b>	NIL	NIL	NIL	NIL	NIL	NIL
<b>Unfair Trade Practices</b>	NIL	NIL	NIL	NIL	NIL	NIL
<b>Other</b>	NIL	NIL	NIL	NIL	NIL	NIL

### 4. Details of instances of product recalls on accounts of safety issues.

	Number	Reasons for Recall
<b>Voluntary recalls</b>	Nil	NA
<b>Forced recalls</b>	Nil	NA

### 5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes <http://www.bharatpetroleum.in/images/files/BPCL%20-%20Privacy%20Policy%20-%20Corporate%20Website.pdf>

### 6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.

There are no corrective actions taken or underway on issues relating to cyber security and data privacy of customers.

### Leadership Indicators

#### 1. Channels/platforms where information on products and services of the Company can be accessed

Product-related information can be accessed through <https://bharatpetroleum.in>

### 2. Steps taken to inform and educate consumers, especially vulnerable and marginalised consumers, about safe and responsible usage of products and services

- LPG Panchayats organised in rural areas
- LPG Safety Clinics are organised across business unit on All India basis
- Slides/Videos on Safety played in Cinema Halls
- Slides at Public places like Bus Stands, Railway Stations, Metro, Airports
- Placing Stickers in the kitchen of consumers regarding 1906 (Leakage call centre)
- Specialised Surveys, such as Lubricant Surveys
- Media i.e., print, TV, SMS, and banners/posters
- Critical instructions are also printed on body/cover of products such as LPG, lubricants, etc.

A major initiative is the SAKSHAM initiative by BPCL, under which various awareness campaigns, competitions, dialogues, and consultations are undertaken with customers, employee, dealers' representatives to promote sustainable consumption behaviour.



For bulk customers, technical workshops, technical seminars, product related trainings, demonstrations and meetings are organised to educate on safety and product quality assurance measures regularly.

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

BPCL has a well-established contact mechanism with bulk/retail customers, through its offices as well as channel partners, regarding information dissemination on product availability or disruption. The company also uses avenues like press, media/social media/app platforms/SMS and notices on physical locations to notify end-users.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief.**

Bulk supply products will not have any label but every product depending on their PESO class will be transported by respective PESO class of tank lorries with Emergency Information painted on Hydrocarbon Road Tankers is called HAZCHEM.

Besides, BPCL displays product information prominently on the lubricant product package label wherever feasible. The information provided on the product labels are as per National/International Standards as applicable e.g., BIS, API, DIN. etc. Another feature has also been added on lubricant label i.e., QR Code to trace and track the product movement.

**5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of the entity or the entity as a whole? (Yes/No)**

BPCL-CCS has not undertaken any structured survey during the year 2022-23. As part of business-as-usual operations, BPCL's business units collate customer feedback through various channels on a regular basis. BPCL has consistently strived to set new benchmarks in customer service standards, thereby meeting customer expectations by consistently

providing convenience, services, and resolving any grievances through a well-defined mechanism.

Customer Engagement Platform (CEP) is a unified platform that enables Business Units and Entities to have a single view of the customer across the business termed "Hello BPCL." It serves as a one-stop solution for all BPCL customers' sales and service needs, from one-click ordering of LPG to B2B sales, payments, customer service, loyalty, and rewards.

BPCL has shown undeterred customer focus by channelizing the field force to deliver a positive customer experience. Sales Buddy – a customer relationship management platform powered by Salesforce has been deployed for internal employees. This platform intends to transcend customer centricity across the entire customer journey. It allows BPCL field force to develop customer connections, manage an ever-growing customer base, and nurture prospects/leads through an organized/guided process, thereby establishing long-term, highly profitable customer relationships.

BPCL has also set up multiple customer service automated platforms to enhance and optimize its customer interactions. An Integrated Messaging Platform was launched to power omni-channel conversations with customers across all Business Units. Accordingly, BPCL launched conversational Artificial Intelligence (AI) chatbot, "Urja". It enabled the customers to chat in 13 different languages and is available on WhatsApp and BPCL Website.

**5. Provide the following information relating to data breaches:**

**a) Number of instances of data breaches along with impact**

NIL

**b) Percentage of data breaches involving personally identifiable information of customers:**

NIL